

Question 35. Please explain: (In response to Question 34. "Would you feel uncomfortable discussing or criticizing the performance of the Edison HCM component to date?")

1. I do not use all components of Edison. However, anytime I have tried to obtain needed information from other staff who do use the program it has been a long, drawn out experience. The information I need should be easily obtained. Not so using the new program. I do not feel that I could adequately provide the reasons I just know the end result which is more than frustrating since we now have to take more time to do the same work.
2. I think management would resent criticizing because they "have" to make it work.
3. I DO NOT WANT TO JEAPORDIZE MY JOB!!!!
4. It would be both political damaging and career dimenisioning to speak out against a State sanctioned system.
5. That would be seen by this adminstration as being unwilling to change. A dinasour. Not being part of the team
6. Our section has experienced problems with filling in and approving leave requests and payable time and then having them show up as exceptions or not approved when we know they were done and approved on time.
7. I do not want to be viewed as a "complaining" employee. HR staff are not very tolerant of such.
8. It is clear that only a good face is wanted to be presented to the public concerning Edison as evidenced by the CH 4 news story where state employees were accused of being incompetent and incapable of accepting change. Considering the amount of taxpayer money spent on this system and more to come I can understand the misrepresentation.
9. The state of the economy, now more than ever requires all who enjoy being employed to watch what they say! No further comments.
10. Seems constructive cristism is not wanted.
11. I do not want to give the impression that I am not dedicated to the implementation of Edison.
12. There seems to be pressure via media coverage from F&A that this system does not have drawbacks and that employees are the only reason there are problems. I agree that there are problems and feel that I have been/would be label a "Problem employee" or an employee who cannot work the system.
13. I feel training would have been more beneficial if it had been in a classroom rather than on the computer. More hands on training.
14. Even if it is the law retaliation is easy if you want to especially with our warden.
15. Do not want to appear negative.
16. The persons at the Edison Help desk use too many technical terms in discussing the issues with employess. The Edison system itself has too entries to complete a single days information.

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17. You have got to kidding.
18. you do not want to cause any conflicts
19. it depends on whether or not I would be reprimanded for it; there are some that really tout Edison and do not want you to say anything negative at all
20. Who in Edison is taking constructive criticism? They would get plenty of honest constructive suggestions if they had some sort of mechanism to take them anonymously. One suggestion would be to just send us automated messages on "exceptions", so we could see that there is a problem with our time that we can investigate and correct ourselves. Currently our time keepers have to notify us of exceptions. This can be hard with workers who are in the field a great deal of the time, and not often in their office near a computer. There is a learning curve that will take a while for folks to get used to this new and more complicated system. Some will have a hard time, especially if they are already overwhelmed with work. With a hiring freeze and the same amount of work, many employees are already under burnout and elevated stress without Edison to worry about.
21. I work in the IT section of F & A. I know without being told directly that it would frowned on.
22. see above
23. Twice the headache it was before. Most employees are totally lost and confused
24. I feel like administration thinks I'm unintelligent if I question Edison, particularly regional administration.
25. Depends on who I am talking to.
26. Yes due to the fact that I have been told that it will reflect negatively on my job performance.
27. afraid of losing my job if critical of Edison
28. Since I have not worked under another payroll system I do not have anything to compare this system with.
29. I have not had a problem to date, however, I may be reluctant depending on who I would have to discuss my concerns with.
30. not comfortable addressing
31. no comment
32. TDEC management does not like to hear negative reports about their systems. The IRIS program is a prime example. Some divisions had their own operational databases, created over a period of several years. Once IRIS was selected as a software database program to link all the divisional data together in one database, the divisions were told not to support their existing databases, so they were scrapped. For the next year, IRIS was promoted as the panacea for all database issues relating to the Department. The problem with IRIS and with EDISON is they are both core programs which need to be modified and customized to fit Tennessee's needs. Instead of customizing and testing the programs prior to their set-up and implementation, they were both implemented with little testing. IRIS was

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- scrapped within a couple of years. However, it was too late for the divisions. Their individual databases were now gone, and no new information was maintained in a database (because IRIS never materialized). TDEC employees responsible for this were promoted to new positions when IRIS folded. To criticize TDEC managerial actions is not popular with TDEC managers - go figure!
33. The program received so much publicity before it was put in place and during the early implementation, I would fear I was being perceived as someone who is opposed to progress and new ideas.
 34. There are people who can't understand why you do not think as they do. They think it is great. It is best not to say negative things.
 35. I don't like talking about work related issues.
 36. everyone else seems to have no problem with edison but the print on the screen is difficult for me to see and i do not like having to key in so often
 37. This is the Governor's baby and we will make sure it works.
 38. The system is not user friendly, and very time consuming!
 39. The governor is one of the owner's of the software company that is implementing and designing Edison. Would you be comfortable criticizing a company that your boss owns?
 40. We have been told "This is the current system. We may not like it but we must learn to live with it." In regard to a specific problem related to my payroll or time, I would seek help from our local power user.
 41. I DON'T USE IT TO ANY GREAT EXTENT.
 42. I don't feel that it would change the path that we're on.
 43. NO COMMENT
 44. Because to date, leaders of the Edison team have not taken any discussions or critical concerns or remarks seriously. It seems that reasoning for the system not being utilized properly has been placed on State employees for not wanting change or being resistance to it. These statements are demeaning and untruthful. Further, the "training" that I have received has been nothing more than an individual say "click here", now "click here", now "click here". I do not consider this training.
 45. no coment
 46. Anytime you complain about anything, it comes back on it being something you have done
 47. Again we are told to act positive even though it takes for ever to do anything and then you must do a lot of guessing. The system has a mind of it's own and sends out letters that make absolutely no sense to anyone and then we listen to the cussing and screaming on the phone. This is in addition to our regular work. I have said I'm so sorry, I apologize until I am sick of it. If I have something to apologize or say I'm sorry for that is one thing but this is just beyond me.
 48. The way people are made to look like fools on t.v. when they tell of problems and the spokesperson for the system says there are no problems.

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- 49. This is a new thing for people who were satisfied with the old system.I do not like change.
- 50. I CANNOT DISCUSS THE TECHNICALITY ASPECTS OF THE EDISON COMPONENT.
- 51. I work for F&A
- 52. I need my job.When you complain, you are told you can handle it, so why bother.
- 53. I would not have a problem discussing any problem that I was having concerning edison, or any of it's component.
- 54. I would think after Ms Potter basically said we were stupid was the reason it does not work I would not like to have my name on record as a dissenter....I have a lot of years in and I have learned to keep my mouth shut
- 55. SINCE I AM NOT SURE, I WOULD NEED MORE INFO BEFORE I COMMENDED OR CRITICIZED THERE PERFORMANCE
- 56. We have been told not to criticize the system.
- 57. I think it is a system that management wants for state government and I don't think many employees would feel comfortable criticizing management.
- 58. It takes too long to do the same thing. There are too many steps .
- 59. Would not want to lose my job or get in trouble for saying anything about the edison system
- 60. Management has the attitude that we have to live with it and criticizing won't do any good. Best to not criticize as seen as a complainer.
- 61. told not to
- 62. I don't have sufficient knowledge of the issues. However,the system has been in place 6 months and the bugs still are not worked out.
- 63. It appears as if the committment of the state is greater than my problems.
- 64. see above
- 65. Edison is clearly tied to the current administration. Saying too much against it could have negative consequences for me.
- 66. Edison is a waste of time. We went from taking 5 minutes to fill out our time, travel forms, purchasing, etc...to it taking half a day to get things done. What a waste of money.
- 67. I feel I could possibly be subtley targeted for action of some kind because all employees are aware the state adm doesn't want any problem brought in to the public view.
- 68. no answer
- 69. TRYING TO REMAIN POSITIVE AND NOT RESIST CHANGE
- 70. Don't understand what to criticize.
- 71. The modules we did for training purposes were horrible. The sound wouldn't work half the time.

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- 72. Do not want to put my job in jeopardy.
- 73. This thing has taken all kinds of time to try to work through, I just feel the people who put it in place don't want to hear the problems.
- 74. Most discussions that are not positive and honest are heard from later in different situations.
- 75. It always seems to reflect negatively on the person doing the criticizing instead of on the system.
- 76. I don't believe that discussing or criticizing will be listened to anything done about the problem.
- 77. Do not trust anyone.
- 78. I do not know enough about it to discuss or criticize. But, I am frustrated that the burden to manage has been dumped on us and the 'ease' of understanding the system is not easy. For example, I do NOT know how to monitor my Sick and Leave balances, so I have lost control of my 'oversight' of this aspect of my payroll.
- 79. I don't like it somehow we are losing money.
- 80. may lose job some people want this to work no matter the cost all we hear is Edison is here to stay
- 81. Because I have not had any proper training.
- 82. It has been made clear that employees are not to complain about Edison.
- 83. With anyone higher than my direct supervisor.
- 84. pressure to agree that it is great
- 85. It's a ridiculous system - I used to spend maybe 20-30 minutes 2 times a month to key in time. Now if the 15th falls on a Sunday we have to key in for that - 2 times a week for split weeks, etc. VERY time consuming/wasteful! Also have to print out time sheets, then fax to someone so double paper is wasted, too!
- 86. It's not going to make any difference
- 87. It is being seen as a problem with change as far as the employee complaints, however it is not true the system does not perform the way we need it to in order to perform our daily responsibilities and there is so much more manual keying than before.
- 88. I received a harsh email from one person, that wouldn't return my phone calls, but yet offered no answer to my problem. How can problems be solved when the people in charge won't talk to you?
- 89. Then you're just a whiner
- 90. Narrow scope of usage for myself
- 91. It failed in other states. I liked doing time with our last system. I wonder what it will be like to do contracts. Might be a mess.
- 92. I do not feel that I know enough about the entire component to discuss it competently.

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93. A lot of work and effort has gone into getting this project off the ground (Manpower and funding). It can be seen as being negative if you question why something is being done and pushed in a time frame that may not be compatible with how it should be implemented. Any system has start up issues; however, you would hope that the severity of issues would cause one to take a look at the implementation time frame and adjust accordingly. NO one wants to be a critic or seen as not be positive about changes that are needed.
94. Edison is the new sacred cow.
95. ack
96. Affraid I may get fired by saying negative things
97. Because I did not attend pre- startup training I feel I'd be expected to not criticize. Also, the time & investment has been so great it seems we are expected to accept without question the new system
98. I don't want to be critical
99. I am not aware of any miscalculatons on my pay records that I have caught. there could be though and I am not sure how to check. I am just comparing each pay check for the first of the month and the middle of the month each time. So far it appears to be ok.
100. The timekeepers are still putting the time in for employees and still having to submit the paper L&A as well. I thought Edison was going to alleviate all this paper.
101. Perceived disloyalty to the state system or those who made the decision to emplement the new system.
102. once you become familiar with the process and availability it is very helpful
103. see above
104. I don't usually like confrontations. I think the system could be very useful if more people could become user-friendly with it.
105. I need my job!! I'm not an old dog who doesn't want to learn new tricks. Edison just has alot of problems.
106. It's a governemnt system, lots of money spent, I wouldn't feel comfortable being negative about something like this.
107. My agency went back to HRIS and only used Edison to report time for a brief period. Therefore I do not feel like I've had enough experience with Edison to speak of it in great detail.
108. There seems to be a reluctance among some staff to criticize the system's performance.
109. On the final days of approval it seem's that you can not access Edison. & the other problem is it never runs and updates time for approval when scheduled and always showes exception even when they are not there.
110. I fear discussing Edison could effect my work status.
111. See previous comments about being discouraged from saying anything to anyone about Edison. Add to that knowing that Stephanie Richardson was telling fibs to the

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- Legislature when asked about Edison system performance and I believe at this time that I'd like to keep my job a little longer.
112. It to hard to understand an use
113. I would be happy to discuss resolutions, but I am not interested in criticizing the system. It was greatly needed and some cannot adjust to change well.
114. Because the state picked Edison and as long as I am with the state I will have to live with it, and if I don't like the system they won't just change it just because I don't like it.
115. People seem to be over-whelmed with all the problems and can't seem to take on any more problems.
116. NO ONE IS GOING TO LISTEN AFTER SPENDING THE AMOUNT OF MONEY THAT HAS BEEN SPENT ON THIS.
117. No one intentionally created a problematic system so the truth of how the system doesn't seem to fit the business can be a touchy subject in my department.
118. have not had enough time to work with edison on our own yet.
119. I feel my job may be in jeopardy as a result.
120. Commissioners seem to encourage (they don't pressure or discourage in any way) their staff to "talk-up" the system.
121. We were told to "get used to it and dont complain".
122. Past experience shows that the "powers that be" have a long memory when you disagree or find fault. Displeasure not shown openly but always lurking under the surface.
123. the system is hard to understand
124. because it was said by coworkers not to complain
125. might lose job.
126. see above response
127. I would not criticize it because I have not had any problems with it.
128. With all the money paid out to the consultants on this project without successful outcome...the state is in fact wasting a lot of its resources that we seem to be strapped for. Though I love the idea of improving technology this seems to be causing more problems in the end.
129. Have been told this is our new system, will have to live with it. I do feel the State has been extremely over charge for this product.
130. It's probabllly an expensive project that needs to succeed. It would help to know how difficult and expensive it would be to adjust the program problems.It seems that most are being reacted to well by those who should.
131. Do not do well trying to explain things.
132. When the state implements something there is nothing you can do but deal with it.

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133. It seems that there mind is made up. You have a few people that have had computer training but even in this computer age there is a lot of us that are not trained. The ones that are training assume that we know what they are showing us and rush through it. If you ask a question you get that 'stupid' look like where have you been?
134. Yes, I would feel uncomfortable. \$ 135 million later? The system WILL NOT be replaced. Whoever approved the purchase of this system, should be answering these questions.
135. Personell issues were not addressed in the past, now Edison is used as an excuse to avoid providing help to employees.
136. I feel I would be labeled disgruntled.
137. I feel that the majority of our complaints are not given the merit they deserve and/or little action is taken to address them. Therefore, why complain?
138. Longevity
139. It would be pointles as it would fall on deaf ears.
140. In our old system you could simply fix a problem and it was fixed, now with Edison there are things we can't fix and must rely on Edison. Their response is we'll get back to you.....they don't have answers at hand WHEN WE NEED THEM the most.
141. I dont know that much about it yet! I only use it to enter my time and leave request and to print my pay check.
142. I have not used this very often, I did want to look at my accural and use of sick-vacation time. It did not appear that the use and accural show the beginning and ending balance always agree.
143. I feel ther is nothing to discuss.
144. I am comfortable discussing anything that will make the State more efficient.
145. Yes, the adminstation does not want to hear any complaints.
146. Although I have not been personally discouraged or pressured, it is understood that department leadership would not view criticism or discussion of problems with favor.
147. Criticism (even productive) is most often viewed negatively.
148. I need my job.
149. I do not feel that anyone in Nashville is open to discussing the inadequacies of a system that is obviously cumbersome and difficult to use and they discourage any and all negative feedback or criticism.
150. I want to keep my job. I do not want to discuss Edison issues.
151. I do not feel that criticism would be welcome and I would be concerned about retaliation and job retention.
152. Fear of retaliation
153. Upper Management like the system

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- 154. There has been a definite "feeling" from upper management that criticizing Edison is disloyal and inaccurate.
- 155. I discussed my opinion about Edison with only certain people.
- 156. With my limited experience I don't think I'm qualified to discuss software or payroll issues in great detail.
- 157. Told F&A is supporting the "success" of the system
- 158. The only way to get something right is to be able to express when something that should work a certain way doesn't to someone who can fix the problem.
- 159. i WOULD HAVE NO DISCOMFORT IN DISCUSSING
- 160. Discussing is one thing, I guess, but I would be uncomfortable criticizing Edison. Although I have not been discouraged or pressured not to discuss Edison, I have been in meetings where criticism of Edison was discouraged.
- 161. Edison has created much more work for supervisors, in that they are now having take care of clerical aspects of time keeping and other matters. Problems are constant on a daily basis.
- 162. Narrow sighted understanding of overall problems.
- 163. I fear my job.
- 164. don't want to be fired.
- 165. One knows what's going on.
- 166. Everyone knows all the money and problems connected with this software. Why beat a dead horse?
- 167. I have been asked to not be negative
- 168. Depends on who you are discussing it with--HR can't change the situation and Edison just tells you to enter it again.
- 169. TDOT doesn't really have an open door policy or freedom of "real" discussion.
- 170. I NEED MY JOB!!! I will just keep it to myself or sound off to my trusted friends.
- 171. I'm a supervisor and I feel it could hurt my promotional chances if I was negative
- 172. I still do not have enough experience to give an objective opinion
- 173. cause they think it is all hunky dory. And nothing is wrong with the system.
- 174. As stated before, in the regional staff are discouraged from expressing opinions, asking questions, or making comments.
- 175. I am unsure of the cause of the problems.
- 176. I fear it may cost me my position.
- 177. From the interview that took place on television the lady speaking about Edison put the blame on state employees which is not always the case. She made it sound like we did

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- not want to learn how to use the system and that is not the case. It's hard to correctly key your time when the system does not run correctly.
178. I realize that it has been chosen and we are suppose to learn how to use it. I hope we receive better instructions.
179. I HAVE A STATE JOB AND YOU NEVER KNOW WHO HAS WHAT AT STAKE IN A STATE DECISION.
180. this program seems to have been implimented at a "higher paid" level who had no concept of what is involved in entering and the frequency of entering all the information
181. Being overly critical of the system only creates an atmosphere that is negative and makes everyone in our agency look for the flaws/discrepancies rather than the positive areas related to the Edison HCM system.
182. My superiors have eluded that negative comments about innovations translate to not being part of the team. I don't want to give this impression for fear of stalling the advancement of my career in state government.
183. I don't feel qualified.
184. I do not want to be preceived as a person who just does not want to learn a new system; even though that is not true. I have no problem learning a new program. I do not want to be a complainer - I like to be positive and enjoy learning new things.
185. once again someone would be able to tell which department in which i work.
186. I need my job.
187. It makes me feel dumb.More training is needed. A class were everyone is on the same level.Not in class w/ people using it already and you just starting.
188. The official "party line" makes it seem politically incorrect to criticize Edison.
189. Told not to talk about it.
190. You do not criticize state property.
191. Would rather not.
192. We now spend huge amounts of time entering or checking Edison. Half of the time the data is not sent over as it is supposed to be - we have to print much more to document what we did because the system 'loses' what was entered somehow. I had AL and SL submitted and approved that was not correct by someone 'just to get my paycheck to me' - instead of them calling me or my supervisor to ask about it. Now we are all worried about what errors might be occuring in the system with our information - if we don't find it, no one will.
193. The new system requires more people and more time that was dedicated to other work and also requires overtime if the pay period ends at certin times of the month to meet the Edison deadline
194. The various Edison emails have basically left little room for discussion. I think there is a true disconnect between the Edison staff and other employees.

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195. yes - openly. We are encouraged to speak only in a positive manner concerning all things Edison related.
196. was told not to make any negative comments
197. Are you kidding? It's best to keep my mouth SHUT!!!!!!!!!!!!!!
198. Fear of relitigation.
199. Does no good...no one willing to stand up for employees and tax payers who got taken to the cleaners on this program. Plus, it is paid for and we have been told this is what we will be doing regardless.
200. I work in Benefits Administration. The issues I see concerning employee benefit issues comes from the lack of willingness to re-program or alter the system to fit the needs of the state. The Edison team seems to want to operate the system as is. As we have seen, however this system is flawed based on the current need.
201. The staff in our department who work with Edison are so overworked and stressed out that I don't want to add to their stress by complaining--they have it bad enough already.
202. A relative of mine is retired State employee and she says that TSEA or some other newsletter she receives has talked about how other states who purchased Edison are demanding their money back and that the system is not good for the applications we needed in State government. I wonder who's idea was this system? Did they have incentives to endorse this purchase? Did Tennessee get duped again? I don't want to talk to her about it because it makes me angry that in this economy, we spent money that needed to be spent on solutions and not more problems.
203. I have been told not to contact Edison staff directly.
204. My major issue is with the weekly payroll entry as it now set up. With time being keyed in a weekly manner and the end or beginning of the payroll period falling within the week and having to enter in only a portion of the week. The payroll entry period should reflect the same as the normal payroll period.
205. After spending \$135 million, nothing can stop this trainwreck and no-one wants to admit there are problems. Just Google Lola Potter's public statements about how its all the users' fault.
206. One I do not know who to complain to. It seems that the Governor wants it to go no matter what and if you say something bad you may be punished.
207. I'm not paid to have an opinion nor express it.
208. NO ONE CARES TOO LISTEN ABOUT THE ISSUE ANY WAY.
209. I like my job.
210. It seems to be a takes away the purpose of saving. At one time there was a department that took care of time, the whole state uses excess time to figure and refigure and then it still have to be done over multiple times. multiples copies are made. Time and paper is wasted. Employees lose valueable time of working at their jobs, when they could be doing what they were hired for.

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- 211. I feel employees might be led to believe any problems are "user error" rather than issues with the system.
- 212. Afraid of conflict with department
- 213. Candid discussion of problems would be beneficial, but it might not be best for one's career if too out spoken.
- 214. No explanation for the errors in early longevity pay were every offered and there was a definite "chill" in regards to inquiring as to any explanation for the source of the error.
- 215. N/A
- 216. I might lose my job
- 217. repercussions
- 218. Feel like no one really cares if the sytem works or not except for those who have to make the corrections on a daily basis and really work with the problems that Edison creates.
- 219. made to feel inferior
- 220. Yes, it could effect my job.
- 221. Even though a person may have a good idea about a way a system or some form of state government can run more efficiently, those concerns are NEVER taken into consideration. There seems to be a sincere problem with change.
- 222. Cannot do so in my position
- 223. It may cost me my job, no thank you
- 224. I think Central Office would frown on any negative comments regarding their decisions and pratices.
- 225. I feel that it would not serve a useful purpose.
- 226. It is as if Central Office doesn't actually want to know what we need to be able to use software for. If we ask if something will be available, we are told that it will be. But when roll outs come, we aren't.
- 227. Media coverage of upper management not acknowledging issues makes it unlikely that a lower level employee will feel comfortable speaking up about how Edison loses worker productivity, has not reduced paper consumption at all, and overall has not performed as smoothly as other Oracle based ordering/human resource systems.
- 228. Criticism of the system does not seem to be an option after a series of e-mails from central office.
- 229. I normally just work with what I have. Don't like to complain, despite the situation.
- 230. I have not had any problem yet with the system, therefore, I would feel uncomfortable discussing or criticizing the system.
- 231. Given the current economic environment and Tennessee budget issues, doggedly continuing with Project Edison seems to be a case of throwing good money after bad. This suggests to me that someone or some people in influential positions in the government have a personal stake in Edison - be that stake monetary or simply the desire

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- to save face. I can't imagine such an individual or individuals would look favorably upon the employment of anyone criticizing Edison. So, while I might be willing to discuss or criticize Edison openly and on record if called upon, I would not feel comfortable about doing so.
232. Rather not discuss or criticize if not in a positive manner.
233. since i do not enter my own time or others, i do not feel i should criticize the system in a discussion
234. Still cannot order office supplies because of glitches in getting system setup.
235. I know the system is here to stay. Why discuss the problems?
236. I DONT HAVE ACCESS @ HOME AND I AM OUT OF THE OFFICE 90% OF THE TIME
237. It would depend who I was discussing the issues with. I think at this point, the system is here and we have to do our best to make it work.
238. Don't believe my complaints or concerns would be taken seriously. Don't want to be labeled "an old dog", when the problems isn't me, it's the system.
239. I have contacted the Arlington on several occasion about the listed benificary I had listed,they are not listed.
240. BAsed on commentary by upper management line employees that register disappointment will be viewed negatively.
241. I realize that we paid significant monies for Edison. However, it hasn't been a smooth transition and it took forever to have it where I canould do PE's on staff that reports to me. Personally, I feel that Edison was a bad choice for our needs since other government agenices had problems with it prior to our purchase.
242. I think there would be retaliation for negative comments.
243. Afraid of job loss.
244. I don't feel comfortable talking about it.
245. Criticism is not wlecomed regarding the inadequacies of Edison. Some feel it is a reflection on their incompetence.
246. I am not educated enough to comment in public.
247. It would jeopardize your job
248. I would feel uncomfortable because am unsure of what I would be asked.
249. I would only discuss if it were pertaining to my check.
250. do not feel that it would be beneficial
251. I feel any criticism I make towards anything in general will cause me to be viewed negatively by my superiors.
252. No comment
253. I generally feel that Edison personel are not at all helpful and try to intimidate.

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- 254. This is somebody's baby, and I don't want to lose my job.
- 255. Yes and no responses are not effective.
- 256. we know better than to cause trouble
- 257. I have not experienced any problem using the Edison HMC component to enter my time.
- 258. I've experienced no problems with just entering my time ... so, I would be ignorant of any problems the system may otherwise have ...
- 259. Because the people above us think all the problems are because we are too stupid to enter information and if faced with someone telling me that, I might not have a job the next day.
- 260. Fear of Reprisal.
- 261. Not really sure how I feel but yes seems the better answer. Mostly because of my confidence that it makes a difference one way or the other how I feel.
- 262. This would depend on the group as the only way to learn the system is to discuss the system.
- 263. I feel that any complaints about the extra time and paper work required to use Edison HCM have not been met with the right attitude. Complaints are considered to be not wanting to adapt to change and this is just not so.
- 264. One simple mistake of time or data and a person could be without finances for several days .
- 265. I have not had any problems as of this time. If I had to enter my own time, I would not be comfortable with that but I would do it and I would have to ask for help.
- 266. Issue: too much time in the system, likely because of the weekly or bi-monthly entry's. need to leave time with secretary's or change the number of entry's each month. DCS staff do not have that much time to be in a system, nor are they at their desk that often. If we enter, it should be monthly.
- 267. It has been voiced by those with authority that the problem is with the employee and is not the fault of the system to function in an orderly and timely way.
- 268. Fear of reprisal.
- 269. Just unsure if all information prior to Edison is accurate
- 270. See above, no one knows what to do.
- 271. COMPUTING TIME IS COMPLICATED FOR OT AND LEAVE. DEDUCTIONS SHOULD BE DONE CORRECTLY IN STATE OFFICE
- 272. Generally speaking, it is not helpful to discuss problems with systems or ideas that have been approved for implementation
- 273. Because it is not my problem and there is nothing I can do about it
- 274. Our administrative office prefers no complaints,

Employee Survey

- 275. The state government brought this program in and they could get mad if you spoke against it and it could trickle on down to losing my job.
- 276. too much money spent
- 277. Afraid of losing job or future retaliation. Not so sure about the anonymity here.
- 278. NOT EXPERIENCE ENOUGH TO DISCUSS
- 279. I feel like my job would be on the line if I criticized it in public.
- 280. It is often a problem to criticize anything in state government.
- 281. work related
- 282. It's been said many times that it's not the Edison program that is the problem; it's the people who don't want change and refuse to learn how to use it. EDISON is the problem, but no one wants to hear that.
- 283. I am only allowed to use Edison to view my paycheck stub.
- 284. We have been told to agree with any and all state policies and procedures all is good always is what we are told.
- 285. Get the feeling that we are expected to make this work no matter how much time and effort it requires to do so.
- 286. Someone has made the decision for us to have Edison and I know that much money has gone into this. I know that it is something that we must work with and hope it will be easier to work with at some point.
- 287. We have spent so much money on the system already.
- 288. fear personal retribution for not being a "team" player
- 289. Unsure if the problem is something I am doing wrong because of the lack of experience or if the problem is a system problem.
- 290. The system is here to stay
- 291. I do not have sufficient knowledge of the problems being experienced to discuss or criticize at this point in time.
- 292. When you say anything critical of the system, the staff goes on the defensive here. It is not as user friendly as we hoped.
- 293. There is no criticism. Everyone is working very hard at our agency to work through the problems. Some problems are to be expected.
- 294. At my level I do not feel competent to comment on the system, which probably shows that I am not very good at it.
- 295. what is HCM?
- 296. I would feel comfortable to discuss, but uncomfortable to criticize. We want Edison to be successful, and we don't want the perception of another state boondoggle.
- 297. This has been represented as the "Governor's" legacy. Be supportive.

Employee Survey

- 298. It seems to me that Edison is a done deal. What's the use in complaining. It would probably not be productive for me to complain.
- 299. if i discuss problems i will lose my job
- 300. I do not know enough about the payroll process to discuss or criticize its performance.
- 301. There is no point in critizing the program. It is what it is.
- 302. I am not at all comfortable criticizing this system.
- 303. It depends on who I'm discussing it with. Problems with computer functions itself is something I know relatively little about. I just like the old way best, especially re: longevity checks!
- 304. I would call if I had an issue.
- 305. I work deeply in the program and have a unique perspective of its problems and the problems created by poorly trained employees who are using it. I would become a target in my dept and viewed as disloyal to management if I openly addressed the concerns. Loyalty was a recent subject in a division meeting and it was very clear where our loyalties should be in the future for our own benefit.
- 306. Because this has been pushed upon us regardless of how much more complicated and work it has placed upon the employees each and every month. We are also using more paper instead of less. NOT SAVING MONEY
- 307. If I had a complaint, I don't think I would have a problem forwarding that complaint to higher authorities.
- 308. I do not feel that I have adequate knowledge to discuss or criticize the performance of the Edison HCM component.
- 309. It just depends on who I would be talking to.
- 310. I work for bosses who do not like input that they think is negative, unless they are the ones doing it.
- 311. Informed do not complain just do it.
- 312. I think this system will continue to be used simply because so much money has been spent on it.
- 313. It's here to stay regardless of whether it works properly or staff are confident using it, so why bother?
- 314. There aren't actually any problems to come to mind at this time, but I'm not sure anyone would listent to me if there were any suggestions.
- 315. intimidated by computers
- 316. Due to the 135M investment in a new system that was suppose improve the administrative processes and the media scrutiny in todays economy toward state spending and accountability.
- 317. I don't have to use Edison that much. I pull it up once per month on average to look at my paystub. I don't have any problems with it on those occasions.

Employee Survey

- 318. As stated by F & A Edison spokesperson on the News, older people cannot adjust to change otherwise stating that some people are not smart enough to do Edison trying to cover up Edison's faults. Discussing or criticizing Edison may effect my job status.
- 319. somewhat uncomfortable speaking publicly
- 320. Because someone wants Edison and don't want to hear the truth.
- 321. I feel my problem was resolved.
- 322. I don't want people to think I'm a troublemaker.
- 323. Due to the time, effort, and expense in developing the new system I do want it to work. I do not want to negatively influence others about the workability of the system.
- 324. lose my job
- 325. I AM JUST A LABORER, I HAVE TO WORK
- 326. No one that I know likes the system. Florida did away with it why did we buy it.
- 327. We are not encourage to share our personal opinions as we are branded "non-team players" and complainers.
- 328. Any negativity is discouraged. No matter how it is presented.
- 329. Yes. Don't know who you are talking about here but I am not going to complain to executives or my supervisor about how they have set this up. All they will say is tough luck it came down from Nashville. We can't do anything about it.
- 330. I know of one supervisor who contacted Lola Potter directly and he was told on no uncertain terms that he was not to contact her. Also anytime anybody calls HR with a problem concerning Edison, they get treated very badly.
- 331. I JUST DON'T WANT (ANY) TROUBLE FOR 'VOICING' (MY) OPINION!
- 332. Again, we've been told we must be positive about Edison. I resent the implication that state employees are just too stupid to use Edison and that we (state employees) are the problem, not Edison.
- 333. Yes, I would like to keep my job.
- 334. I don't want to lose my job or be seen as another "old dog" trying to learn a new trick....that is what Lola Potter, spokesperson for Edison said about State employees on Channel 4 news.
- 335. I feel this program was going to be implemented regardless of employees opinions.
- 336. I was not part of the startup or a superuser so would not know what to say about it.
- 337. I feel uncomfortable with the system and would not know exactly how to express myself
- 338. Yes. General attitude of management. When CHANGE/MANAGEMENT REMEDY product was implemented, we were told not to "gripe" about the product. While we were not specifically told not to "gripe", I get the impression that it is not a good idea.
- 339. Our human resource division is discouraging us from speaking against Edison.

Employee Survey

- 340. From the tone of the various memos, etc that we receive concerning edison, it seems to me that god himself has said that edison will work and screw me if I do not like it if the edison system is more difficult to use than it should be.
- 341. This is the system put in place. We are going to be using it, so why complain.
- 342. It would fall on deaf ears
- 343. I am afraid of retaliation - transfer!
- 344. I don't feel criticism is the way to fix what has already been implemented and I discussed in the area below what I felt were Edison's problems.
- 345. Upper level managment does not want to hear negative comments about edison.
- 346. I feel the Edison program takes too much time to work a payperiod. Before it took 1 hour now it takes days.
- 347. All know criticizing is not acceptable behavior of state functions.
- 348. You can contact either the official spokesperson for DHS or the human resources office.
- 349. cant
- 350. Not allowed to speak to out side sources
- 351. Tha administration has paid a large sum of money for this program and does not want to hear of problems
- 352. Would feel uncomfortable criticizing this system to those who think it is "wonderful" and that the majority of state employees are "idiots" who do not want to change.
- 353. I do not deal with it enough to criticize. I like the other system better but I would not be able to discuss it fairly.
- 354. I do not believe that I am fully qualified to address issues related to payroll, since I have been less involved in this area, in comparison to other Edison components. My early impression of this massive system is that, in theory, it offers an innovative approach to combining several similar functions conducted within entities, which may have dissimilar goals and interests, to achieve a common methodology, which will prove beneficial to all, and provide a bonding, of sorts, among all participants. Is this realistic? I think it can be. It will, however, require the utmost cooperation from us all, to make it a successful venture.
- 355. I would not want to be accused of not trying to flexible and try something new.
- 356. I think the leave balances should update every time time is keyed in. It is confusing when it only updates once a month. It's computerized, it should have the capability of updating each time.
- 357. rather not
- 358. "Resistance is futile."
- 359. At meetings if you have an issue or problem with Edison - it is always "spun" as a "user error" - never a system problem.

Employee Survey

- 360. Simply don't want to be talked about by superiors or have my performance evaluation slammed. This seems like no one is willing to go out on a limb and complain. I'm not sure who the lady who was interviewed by WSMV in Nashville is but she is a liar. A true "Company Woman". We still laugh at her interview.
- 361. Complaining about a state "sanctioned" program only draws negative attention and labeling.
- 362. Any negative remarks are categorized as being resistant to change or unwilling to learn. The people that should know are not telling the entire truth and willing to accept that there are serious errors that have occurred.
- 363. Will not explain
- 364. I am a time keeper. I have noticed a few glitches in the new Edison system. Sometimes it seems one portion is repaired to have another part break down. In my experience with the system, when I press "ok" to submit a time sheet, the system seems to be processing but when the time sheet screen returns the changes I made are not showing. I then have to re-key the time. The other problem is exceptions occurring when the leave has been entered, but the system did not pick up the leave request.
- 365. because I know so little about the system I really can't complain
- 366. each of the screens work differently for each person. some can not print pay checks from the printer friendly copy. the printer icon does not work for some screens you have to use File then print if this even works.
- 367. I do not feel comfortable that it will be confidential
- 368. history
- 369. BASICALLY EDISON IS THE SYSTEM THAT THE STATE IS GOING WITH AND LEARN TO DEAL WITH IT.
- 370. retribution
- 371. DEPARTMENT PRESSURE.
- 372. I would explain in person.
- 373. too much money invested by the state to be caught criticizing the program, not good for your career if overheard
- 374. People trying to sway my opinion.
- 375. It would be viewed as a generally negative attitude.
- 376. I don't want to feel the continuing pressure to say that "Edison is fine" when I know that there are major flaws in the system. Since I am not a computer tech, I don't know exactly how to pinpoint where the problems are or how to fix them so I don't want to be ridiculed continuously as I have been in the past.
- 377. The Commissioner of F & A is defending the system to the media. It would be political suicide to raise issues which may become public record.
- 378. would feel embarrassed and intimidated

Employee Survey

- 379. WE are told to show support of this program and especially to our staff. Not to make negative comments but show support of departmental changes, as this general statement is in ALL Job Performance Plans.
- 380. Not that familiar with process.
- 381. Political.
- 382. Half the time, we have problems that no one seems to understand. It takes quite a while for everyone concerned- staff member, approves etc. to finally "get it!"
- 383. It seems to be a touchy situation. With the comments made in the media by Lola Potter, it seems the "Higher Ups" feel we, state employees, are too stupid to learn a new system.
- 384. I use the program weekly and its performance affects me so I should have an input in an evaluation of its performance and the necessity of its usage by the State.
- 385. would feel uncomfortable as still am uncomfortable with the system and frequently have to ask for help.
- 386. I need my job
- 387. To criticize the Edison project means your going against current administration, or "Company lines" They see this system as an update and I see the system as a move backward. You ask why, it a batch system not a real time system. The old system was realtime.
- 388. I have not used the HCM component enough to make a determination. We have not been allowed to enter our own time, due to problems encountered by HR and problems with having the ability to access the correct records for leave approval, etc. I have not had any training whatsoever, and I am a back up approver.
- 389. I do not work directly with the system
- 390. Basically I have been informed that Edison is here to stay and just to deal with it.
- 391. as previously stated, the accrual balance is always late. it is also a hassle to enter time in split work weeks. then when my supervisor is right down the hall from me i have to send a request formally for leave and wait for it to be approved. if he is out, we have to jump through hoops to seek someone to approve. it is time consuming and provides needless stress. especially when, in our office, we have to fill out edison, a weekly hardcopy time sheet, and another manual timesheet. it is overdone. if edison was supposed to make things simpler, it epically failed.
- 392. To this date, my only use of the system is to enter regular time and to view and print my paycheck and leave balance. Therefore, I do not think I could fairly evaluate the whole system.
- 393. Some experiences are better left undiscussed.
- 394. Changes in procedures are inevitable and should be considered as opportunities to learn new ways to do things, not negatively.
- 395. Not enough personal experience to intelligently discuss the issues.
- 396. I am uncomfortable criticizing management period.

Employee Survey

- 397. need a little more time with Edison program
- 398. It would depend on whom I was discussing it with and if I was in front of a group.
- 399. I work for DOS the answer to that should be obvious. I'm worried about answering this survey.
- 400. DON'T REALLY KNOW THAT MUCH ABOUT THE ACTUALLY INS AND OUT OF THE SYSTEM.
- 401. Trainers and coordinators of Edison do not fully understand Edison procedures either and give the impression they do not comprehend its complexities.
- 402. In government service never criticize superiors in Central Office.
- 403. We aren't well-informed enough to make a proper judgement.
- 404. Do not want to jeopardize my job.
- 405. Management only wants to hear "positive" comments. They do not want to hear anything negative. But a problem is not a positive thing. If problems are not identified and discussed, they are never solved. This logic is the not local management's view, this is from Nashville. The top level management is out of touch with the real world issues faced by bottom level employees. That is because the state now hires top level management from outside of state agencies instead of promoting from within. These new managers are very bright people, but they have no idea what is going on within their own agency. They have never done the bottom level job, so they have no idea how to solve problems faced by their bottom level workers. I guess that is why they don't want to hear about any problems!
- 406. Just think this is a programming issue that should be addressed.
- 407. I am uncomfortable discussing much of anything under the current administration.
- 408. It would be unfair to criticise a state system to someone outside the state system. I need to adjust to a new system of time keeping that I am uncomfortable with. Problems may be my entry errors that are erratic due to ignorance on my part when I don't know what to look for to be sure it was entered correctly.
- 409. There is really no one to tell - we have all just done hit or miss things to try to resolve our issuesWe are in the boat - you cannot really jump out
- 410. I am not putting my datta in the system.
- 411. I really don't have a lot of problems with it. Could have everything on one screen as far as time and leave are concerned. There are other components of Edison that have more problems. Part programming, part systemic, and part human (lack of communication and changing things in mid stream.)
- 412. Based on the inconsistencies that were reported by a television station in Nashville, where front line staff indicated problems, yet upper management appear to downplay any problems or describe them as non-existent.
- 413. My perception is that criticizing Edison HCM would label me as "not a team player", or a "troublemaker".

Employee Survey

- 414. If anonymous, no. Otherwise, would fear the loss of my job.
- 415. I don't feel comfortable filling out this survey.
- 416. Afraid of losing job
- 417. If you know how to use a computer it is user friendly
- 418. because anytime you complain about something you get in trouble
- 419. Upper Management doesn't want to hear complaints.
- 420. What's the point? Recent media attention on issues experienced by staff and the response that the problems are all the fault of the user make it a moot point.
- 421. I don't know enough about the system. All I know is instead of doing time sheets twice a month as before, I sometimes have to do timesheets twice a week. It is time consuming and cumbersome. Edison may have made payroll easier for some, but me it has made more work.
- 422. If I say anything negative about the new system, I would be looked upon as not adapting to change. I personally think that change can be good, but I have my doubts about this system's ability to handle the massive amount of data that it will need to handle.
- 423. although I don't know anything about the HCM component, I am a temporary hire and I don't know if any negative comments would be viewed as positive for the big picture of the problem at hand.
- 424. I am not directly affected by the performance of the component due to the fact that I do not input most information.
- 425. I've only used the system one time.
- 426. Hey, Ms. Potter don't want to hear no whining from a bunch of old dogs. I would assume that Ms. Potter's bosses are of the same mind.
- 427. They think you should know the system at once.hard to get help when there is a problem.When you try to straighten aproblem,you create a new problem.
- 428. Supervisors strongly advocate Edison
- 429. I DON'T UNDERSTAND IT WELL ENOUGH TO DISCUSS
- 430. I would not have a problem discussing my relationship with edison component.
- 431. haven't been trained and wouldn't know what they were talking about
- 432. It seems that the state wants this to work so badly that there no room for criticism - the blame goes to the user for not wanting change
- 433. I don't feel that the criticism would be appreciated and would result in my being targeted for harassment, disciplinary actions and even termination.
- 434. It is causing my chronic panic attacks to increase in frequency and severity to include skipped heartbeats at night and poor sleep. I don't want to be singled out.
- 435. I would feel threatened because of how much money was spent on this system
- 436. I would feel uncomfortable discussing or criticizing any program that the State has.

Employee Survey

- 437. I doubt it will make any difference what my opinion of Edison is. The state has made their choice and this is the system they are going to use. I have seen this done many times before with the State of Tennessee Government and computer software
- 438. What makes you I have anymore confidence in a little blank box?
- 439. I fear losing my job here if I say anything conceived to be negative, rather than realistic.
- 440. I don't know enough about the system to discuss it with anyone. I don't want a T.V. camera in my face asking me questions I don't have an answer for.
- 441. I believe the state has spent a significant amount of money for a program that is not working properly and has caused more problems then has resolved. Not to mention I believe it has eaten to the states budget more than it has saved.
- 442. I don't get paid to help you narrow down and fix your programs' faults. Someone's getting paid to do that. I have enough to deal with as it is.
- 443. What good would it do? The state already wasted the money for it, it's here to stay and I might as well get used to it.
- 444. It is ridiculous and inefficient for us to have to key time twice in one week. The old system of payroll with written only timesheets was more effective since we recorded our time from 1st-15th and 16th-end of month only. Edison should have this component in it as well so we only key our time twice a month not weekly, or sometimes even twice in one week.
- 445. It is a new system and that would not be considered positive or appropriate as that is not your area of expertise.
- 446. With the beurocracy, good-old-boy networking, and political games within the State, I would fear for my job.
- 447. I would feel uncomfortable in that there appears to be no resolution, because, apparently, a great deal of money was spent to implement system, so, we're stuck with it. I think computerized systems are timely and progressive, but this particular system is not user friendly. Staff avoid it.
- 448. NO COMMENT
- 449. I do not enter my own time and the only thing I have used Edison for is to view my personal information and paycheck stub. I do nothing else in this system at this time.
- 450. Edison has only increased the number of steps I must take in order to request any time off. I have not been able to view my evaluation by my supervisor because there has been difficulty entering and viewing the data. I must now keep up with my own time taken, accrued, etc. As a clinical provider, I feel this should be done by clerical staff and not added to my workload.
- 451. It is very difficult and a bit time consuming for the field workers to have to submit time to the time keepers every week and sometimes twice in one week if the pay period is split.

Employee Survey

- 452. The state as spend millions of dollars on this system and is not favorable to accepting the faults of the system and that there may just be things they cannot resolve. It is a waste of tax payers dollars -- "Money Pit"
- 453. I did not like the system when we were keying in our own time. It was very confusing. Now that Human Resources is taking care of the payroll everything seems to work properly.
- 454. would get in trouble
- 455. The System is put in place and employees are expected to know how to use it, however, there are system errors and it makes an employees performance look bad.
- 456. I would be very uncomfortable in criticizing Edison HCM, first of all who would listen to the old DOGS(the GREAT DANE).
- 457. Not an expert.
- 458. My job requires access to some of the data and it is not being provided in a useful manner. I have requested assistance with this since August with no action taken.
- 459. As the system has progressed it have improved
- 460. There was only one training class, not well enough to go on. The employees doing all the work were just thrown in to learn on their own. When we ask for training manuals or something to go on, we are told they are unavailable. Also we are advised of changes well after the fact.
- 461. Mgt. would proabalby not like that.
- 462. i like it better than doing time sheets on paper
- 463. I feel it would do little good to complain. This system is up and running with a huge amount of money spent for implementation. I did not know that I could complain to anyone about the way taxes are now calulated with your payroll abd the longevity check. We have to do numerous time sheets within a pay period which is taking more time away from work.
- 464. I would not want to affect my job by pointing out what I consider to be faults
- 465. I just don't know much about it to speak on.
- 466. It is my sense that discussion of the performance would be viewed as a choice not to be a "team" player.
- 467. I don't know how management would take this. I value my job
- 468. When we ask why the time we key in from the time sheets does not show in the approval area the correct way we are told not to worry about it HR corrects it after time sheets are turned in and we are told no changes to the list of employees can be made until all Edison catches are cleared up.
- 469. I am not allowed to have an opinion--it would be looked at as a complaint.
- 470. EDISON IS A WASTE OF TIME AND MONEY - it should be done away with immedialtely. The previous way of life before EDISON was much less complicated and stressful, less costly, and more user friendly.

Employee Survey

- 471. Data input do not always register. And when edison takes over personnel funication. I can see a realo problem developing. In sometime take a long time to correct a problem. It's like getting a directory of complaint and department and never speak with a life person. Even at the local office levels.
- 472. State employees are ignored or treated with disrespect by the Gov. office. Any real complaints (proven) would likely meet with retribution directed at the department.
- 473. Jobs are to fragile to rock the boat.
- 474. I don't believe that criticism or complaints about the system would prompt any changes.
- 475. The problems with the system result from maintaining the old paper system in addition to Edison. The system should steam line the process, but as is, it does not.
- 476. Apparently human error is being blamed since this system does not support state processes like the old systems. Therefore, whatever is said is manipulated to only be human error with reference to state employees.
- 477. Current Director has repeatedly stated that we are not to discuss anything (and I do mean ANYTHING)outside of our section without it going through or Supervisor, Manager, Director
- 478. Not my area of expertise. I just want the system to calculate my overtime hours and comp. leave correctly.
- 479. Expected to do what's sent down no suggestions or questioning of directives
- 480. Noone wants to hear anything bad.
- 481. I don't have enough experience to speak intelligently about it.
- 482. Administration is too fond of Edison.
- 483. Depends who is present during the conversation. I would not complain because I don't want to be labeled as a trouble maker or appear to have a negative attitude.
- 484. no need to. it is in place, ill deal with it
- 485. It has been made clear by our management that Edison "will work" .
- 486. Edison is staff intensive. Too much time from management staff is spent on dealing with Edison entries rather than the work that is beneficial to state government.This program should have been rolled out by department rather than side wide.
- 487. I am in HR and need to be a positive advocate for the system in working with our staff. However, as Lead Edison person for our agency I have spent innumerable hours researching and resolving errors.
- 488. Whenever you ask a question about it simple or complicated you get different answer depending on who you ask, so why bother. Do what you can.
- 489. For one, I do not like not having access to my payroll activity while out on sick leave & away from state computers. I did not know how to access Edison on my laptop @ home. I asked several people & noone seemed to know.

Employee Survey

- 490. There have been instances when staff have entered time and then a few days later, Edison would lose this information and it would look like they had never entered their time. Staff were made to feel it was their fault and not the systems. So, staff feel they are better off just not saying anything.
- 491. In this economy, I need my job.
- 492. It was described as a "state worker" problem by state management, according to media reports
- 493. If I had an issue with the Edison HCM system, I would contact my human resource Department to express my issues.
- 494. It was selected without any input from us as a "cure all for all." What was wrong with continuing with a process that had worked for many years. I wonder, in this time of budget cuts, how much the system cost?
- 495. The Administration has consistently said in the media there are no or few problems or issues with Edison. This is not true. The F&A spokesperson has told the media the only complaints are from a few disgruntled employees.
- 496. No comment.
- 497. No Comment
- 498. Until I am more familiar with the Edison system and Neogov, I would be afraid I would advise someone incorrectly.
- 499. don't like talking about a problem that nobody wants to hear or deal with.
- 500. Have been led to believe that if we complain, it will be held against us, that large amount of money has been spent on the system and it is here to stay, get used to it.
- 501. Retaliation
- 502. The first thing our trainer told us was "Time Administration will run every night" It does not. I have spent hours trying to resolve Exceptions only to find out that the exception has not gone away because Time Administration did not run. I enter my own time. I have 3 employees that work for me whose time I approve. I think we should receive any email from "Edison" anytime Time administration does not run. That way I won't spend/waste hours trying to resolve exceptions that won't be resolved anyway because Time Administration did not run. I have, on several occasions, called the Edison Helpdesk and was told Time administration did run only to get an email from my chain of command stating that it did not run.
- 503. I don't believe that the administration really wants to hear about any problems.
- 504. I only use it to put in time so far.
- 505. No matter what is discussed, there will be no resolution.
- 506. Uncomfortable: Adj., NOT giving or having ease and contentment.
- 507. It is a common belief that the Governor supports this system and his senior staff do not want to hear anything negative about the system, even if it is a valid complaint.

Employee Survey

- 508. Entering leave and overtime is okay. But retrieving information for prior pay periods is not okay. The information is not in a easy to read format.
- 509. there may have been a difference in payroll checks --and i have not been able to identify why---whether error or not...i am not able to keep up with payroll hours---on whether there is an error...there is a very short time to complete time sheets when there is zero time but lunch or non traffic hours. there is no certain person to complete time sheets when one is out ---are many are out?
- 510. depends on who you would be talking to
- 511. Yes. I think the system is workable but still has glitches that need to be worked out. I would of course be glad to discuss any ideas I might have to make the system work better.
- 512. I fear retaliation.
- 513. I really don't know much about the system. All i know how to do is access my information and request time off.
- 514. Well, in DHS, you want to always convey a positive attitude and to go along to get along.
- 515. My knowledge is too limited to criticize the system
- 516. I wouldn't feel comfortable.
- 517. you are labled a complainer and nothing changes. I pointed out issues in the development stage, nothing was done, now after going live it is a problem and Edison people act like this is the first they ever heard of it, even when you can name names of staff that were told
- 518. It is a new system, and If they were resolving problems I would say give them a chance to fix it.
- 519. Don't think comments will matter since the system has already replaced the old one.
- 520. As you know Edison requires at a minimum of twice as much time to do the same entry as the old sytem and problems that did occur were fixed by our department quickly.
- 521. Since I do not put in my time and only look at my pay record I do not feel I can answer this question.
- 522. I would feel comfortable discussing any concerns or issues as I feel I am expected to point the Edison people to any issue that arises so that it (or they can be addressed). I see this as assisting Edison support in "working the bugs out of the system" and feel that the Edison support folks welcome such assistance. We are all a team.
- 523. I don't want to be labeled as a "trouble maker".
- 524. Do not know if criticizing would have an impact on my job.
- 525. I haven't worked with it long enough.
- 526. Tennessee government service is extremely political, and I feel a need to be very careful about criticisms.
- 527. Governor's pet project

Employee Survey

- 528. It only gets you in trouble - does not resolve issues
- 529. my time is entered for me. I only go in and review my information. I am not familiar enough to discuss much.
- 530. From what I understand the state has put alot of money into this system and any criticism of it may be construed as being "negative" although I don't know anyone who thinks it is better than what we had.
- 531. I am a peon that has no say, or is not considered smart enough to have a valid opinion.
- 532. I have no problem discussing Edison
- 533. No explanation.
- 534. As I stated above, our agency lays blame on the field staff and if I did discuss problems in a realistic manner, I would be very uncomfortable if it got back to my Central Office Staff especially some of the Board Members
- 535. Since there are people that give information to the media about the program that does not represent our experience, my level of criticizing the performance of Edison, it seems like, if I said something, someones feeling will get hurt.
- 536. I appear that it would not be the acceptble thing to do.
- 537. Someone else enter's my time because that is how we have been instructed it is to be done. Recently, we were told we need to enter our own travel expenses. Of course, I complained until we got training. I think our department has been the problem. We did NOT get advanced training as I have heard other departments had.
- 538. The system works well when it works. The problems is when it does its back ups. It does this twice a day and when it does this it slows down the entire system. This causes problems with those of us enter requisitions to pay bills. The system is on a web type server and when it gets bogged down it makes everyones job harder and we get SQL error messages a lot.
- 539. If you do, your accused of being an old dog not wanting to learn new tricks.
- 540. Probably would be written up or looked at for ways to fire you
- 541. it has to be explained off on the employee
- 542. If I had anything bad to say about it other than typical start up issues, I would not be afraid to voice that.
- 543. retaliation
- 544. log on should be a little easier, a little tooo much personal info. in the system,
- 545. no point to it- we're stuck with it
- 546. I have not used it but once and cannot express a valid opinion.
- 547. waste of time
- 548. I am not aware who I would need to contact. Have not been told by our HR that this is an option.

Employee Survey

- 549. I have not used the system to enter my own time so I do not feel I could fairly make a judgement at this point.
- 550. Yeah right.
- 551. I'm not computer literate enough to complain properly. I do feel that there are problems with this system. Mainly because of training. It may be a flawless system, but if the training is not sufficient and appropriate for what you do, it not going to work properly for that person.
- 552. It seems that no matter how the complaint is voiced or explained, the people backing the system explain it as "human error".
- 553. Not only is there no encouragement to make suggestions, it is MOST CLEAR that to do so would damage my career status!
- 554. Fear of relatation because we have been told we must support Edison.
- 555. It seems that some of the people on the hill and in tenn. towers have a stake in this sytem and are determined that we are going to use this system wether it works or not.
- 556. I don't know what to complain about.
- 557. Everyone knows that their job is on the line whenever anything is said.
- 558. Part of my job is to promote Edison and the Edison system is our office's lifeline--We have to make it work! It has been very frustrating trying to figure out the system and explain it to employees at the same time.
- 559. I think it would be greatly frowned upon by department executives.
- 560. back lash
- 561. Don't want to appear as someone afraid of change or someone overly critical.
- 562. I haven't had the time to experience or play with the program to gain all the convenience that it may offer. However the short time that I have been in the program it seem to a very desirable program.
- 563. again as stated above, if you don't like Edison. You are an old dog not wanting to learn new tricks and resistant to change and progress. Edison for the worker is far more time consuming and to make a change or correction to something already submitted or to make leave requestes for sick and annual are horrible. How am I supposed to know how long my Dr. appointment is going to take?
- 564. Well. It has become an uncomfortable issue since that news story where the lady went on TV and LIED about Edison. Now it seems like Bredeson and the other high and mighties may expect us to do the same so they don't look like idiots.
- 565. Once a program has been implemented, it is not advisable to discuss any problems the program is causing or having.
- 566. I feel too much has been invested in putting the system in place for those who could make a change to want to do so, but I hate using the system more than any I have ever used including escot.
- 567. I think it might have an impact on my position

Employee Survey

- 568. Because of backlash from Higherups! "NASHVILLE"
- 569. Yes. I feel that because I did try to discuss not criticize but discuss and try to obtain resolution to the many issues that is why I was suddenly taken from an area I had served in many years with no warning at all. At this point everything is hush hush so I can't speak from knowledge of the continued problems it would only be hear say.
- 570. That would be frowned
- 571. not enough knowledge
- 572. I personally think it was a lousy system and the state employees should not be harassed for computer failed submissions or required to use time that should be allocated to our mandated services
- 573. See comment above.
- 574. no comments
- 575. Not to my immediate work group but outside of our group, I would feel intimidated.
- 576. I feel like you would put a black mark as a trouble maker.
- 577. Please see the "Lakeshore Code of Conduct."
- 578. If discussed , you're told you don't like change.
- 579. It allows me to view and make changes myself, without having to submit a form to personnel.
- 580. What type of repercussions would come along with criticism of the program
- 581. I appreciated receiving my pay direct pay information each pay day. I have encountered many mistakes since this practice has been stopped.
- 582. I have not experienced a problem myself. The change from Data Capture to Edison has been cumbersome, however, I am used to the steps to take now.
- 583. As an "Administration initiative" it must work!
- 584. Millions of dollars spent on Edison and most do not want to bring up problems because it is construed as your failure or just a complainer.
- 585. it doesn't work
- 586. Make the dept. appear uncooperative.
- 587. We all know how much money this system cost and we do not think it would be wise to criticize wasting of money in the bad economic times
- 588. A criminal lack of communication and apathy by both the Edison Operators and State Management at every level has resulted in a product which cannot provide the same level of service as a 30 year old system which is now too difficult to maintain. Not only that it will take 10 years and an additional 50 to 70 million dollars to implement fixes for the problems that are not taken care of during the warranty period. Edison considers these fixes enhancements while the people trying to get the work done are thinking that it should have worked correctly to begin with. Perceptions of this systems failure were made more than a year before it was implemented. I feel uncomfortable discussing

Employee Survey

Edisons shortcomings because I feel like Im beating a dead horse. Oh and did I mention that several somebodies somewhere are getting very rich for a product that will never accomplish what it was intended to do. I suppose I should be happy with a rake when I asked and paid for a shovel. Cough (130mil). Well at least we CAN fix it(Edison vs. STARS)to meet the needs we had two years ago. How much overtime was paid last month to manage payroll statewide in Edison? How much before Edison came around? Edison should be able to answer this for you. I suppose that is the \$200,000,000.00 question.

- 589. Yes, about criticizing the program. The meeting's I have been to it wouldn't do any good to criticize, there is always an excuse for any problem with Edison.
- 590. Senior officials in F & A are defensive about the system and its costs; they do not want internal criticism
- 591. We have been told this is the way it is going to be no matter what.
- 592. I have expressed concern about the system, I have described the system as the tail wagging the dog, It is time consuming.
- 593. since everyone has to do this, i do not feel that it would help to complain
- 594. Not sure complaining would help. It needs to be someone who could do something about it or at least communicate problems.
- 595. Any problems are the result of somebody else's work; therefore, I can not respond to your concern - it is not my area. More interest in meeting milestones than interfacing functionality.
- 596. I only keep my time and cannot speak of any larger problems.
- 597. I have not experienced any problems with Edison, but if I had I would definitely speak about the problem and direct it to the appropriate source.
- 598. Edison has been used in several other states. It failed in most of those states. Why Tennessee tried it? Political probably. I would feel uncomfortable and afraid of losing my job. When the I-team done their thing on Channel 4, people in high places in state government stated people just don't like change. This is true. However, there is a difference in change and something not working 75% of the time.
- 599. no one seems to want to listen to the problems, just do it and go on
- 600. fear of reprisal
- 601. With the time and effort put into this.... I am sure whoever decided to lease Edison would not be happy with my comments as they would be highly critical. I am sure the person responsible is a high level official.
- 602. no time for you
- 603. The comments from Nashville seem to imply we are not trying to learn or cooperate with the new system even though I personally am.
- 604. We have not had enough training and it takes a long time to figure it out on our own, we have been told this is the way it is and deal with it

Employee Survey

- 605. you get labeled "bad attitude"
- 606. We only this week began using the payroll component of Edison. It is the only component that I am the least bit familiar with. Don't know enough about the system to discuss or criticize it.
- 607. no one listens and never has to any problem that the employee has.
- 608. The system is terrible and with the money that was spent on it, we are stuck. It was not setup or designed for the individual needs of the state and with running everything through it, the problem is only added to.
- 609. I don't agree with adding the longevity check with payroll check. Web layout too complicated, you have to scroll over to create a new line. Leave accrual not showing up. Gross pay has been different each pay period. Not user friendly
- 610. Duh, we work for the Governor and it is his initiative. We need to be part of the team.
- 611. If I chose to outwardly complain about Edison, I'm sure there would be consequences.
- 612. With Edison, work/leave time has to be entered as many as 6 times per month, depending on what day of the week the 15th and end of month fall on. This takes more time and is grossly inefficient.
- 613. Do I need to explain it again!!!! We get less service from this than from the old payroll system and it has to have cost the state an enormous amount of money --that will not likely be recovered anytime soon
- 614. Don't know enough about it
- 615. Our agency does not want to hear any complaints about this program.
- 616. It appears, any criticism would be of no value.
- 617. Have received e-mails from Edison Staff implying that all issues with Edison are the fault of the users and not the system. Upper Management who pushed for Edison act defensive and somewhat vindictive.
- 618. People do not like to hear negative remarks about a new system that other companies have dropped and we went on and purchased.
- 619. Fear for my job
- 620. I am in an executive level position. I do not wish to be fired.
- 621. I don't know what the HCM component is able to do and I know I don't have big problems with it so I could not criticize it because I may be doing something wrong, and that is the problem
- 622. 'Fans' of Edison take a very dim view of anyone believing, and/or verbalizing negativity of the system. Our previous system worked very well!
- 623. I DO NOT WANT TO
- 624. I feel that HR is sweeping the problems with Edison under the rug and really do not want to hear about the issues employees are having. Employees are constantly getting emails from HR regarding exceptions and at times HR has added the employees' names to the

Employee Survey

- emails. This is embarrassing because some of the exceptions were not caused by the employee.
625. It would depend on who I was discussing it with. I am very comfortable criticizing it with my supervisor as he sees what we go through each day with this so called "better" system. However, I feel I would be wasting my breath discussing it with an higher official.
626. Critiquing anything is not encouraged at BOPP
627. The Edison system have you performing too many steps to enter data. From requesting and approving to re-entering ID numbers every time you need to perform a different function on the same person. For example: If you input the ID number at the beginning why do you have to put it in again for "requests" and "approvals". This system appears developed to impress people not to do functional work for long period of time.
628. Fear of reprisal
629. Not enough information on how edison operates in order to criticize or discuss edison.
630. It doesn't matter what we think...It's been a terrible, terrible start as i am a timekeeper but it seems the problems have been getting ironed out and things are running more smoothly. I honestly do not know why this system would be considered better.
631. I would never Criticize this or any other programs or policy of the state without first consulting my supervisor. It is just not right.
632. Unsure of confidentiality of discussion, or repercussions for speaking of it.
633. 130 million worth
634. Even though you are encouraged to vent about any problems it doesn't help. There is no reason why we can't continue to do time twice a month. A lot of weeks we do two timesheets and that is ridiculous - it just causes more work for us to do. It takes just as much time to pull it up and do one day as two weeks. That is my main problem. We have more to do than just do payroll. You can't get staff to get their time in. Maybe if they had to do their own they would get it in better, but if not we're just chasing our tails trying to get it from them.
635. I just try to go with the flow and not get all upset with new stuff. I only want to be able to learn all I need to know in order to correctly do my time
636. We know if you complain too much. You are the problem not what you complain about....
637. we are expected to adapt to it, and accept it; there is nothing we can do about it
638. I really don't think my complaints would initiate change, so I don't want to be labeled as a complainer.
639. They don't really want to hear our complaints considering the cost of the system and the time it takes to get our time keyed.
640. DEPARTMENT HEADS MIGHT NOT TAKE CRITICISM WELL.

Employee Survey

- 641. Whenever, I have raised issues, I have been told that what I am requesting is not what was delivered. I know. That is the problem. Just because we bought a system that does not do what we need, does not mean that we do not need the feature. Whenever, I have suggested improvements or asked for something that was available in the old system, I am told that I am not giving the new system a chance.
- 642. The Department upper management seem to not view the nature of the problems experienced with the same level of frustration as the other employees.
- 643. Concerns that discouragement towards Edison HCM would be seen as negative by administration due to the total cost and time appropriated to the system to bring it online.
- 644. Due to recent media coverage of the implementation of the system. With the people interviewed completely disregarding reported issues and telling out-right lies inorder to make Edison seem worth the expense.
- 645. What difference would it make to complain about the fact that the State now pays me for twice the amount of time to enter my time than it did before Edison, after the State spent a 135 million dollars for the program?
- 646. the feeling is,the change has been made,so why criticize the component? when you can re enter info until it is correct.
- 647. Potential Retribution
- 648. i CAN SPEAK THE TRUTH AS I SEE IT WITH NO PROBLEM
- 649. We are told this system is here to stay get use to it.
- 650. We are not suppose to criticize the system. I don't have anything to criticize so it is not a problem.
- 651. Because its not looked upon well to openly critize the state, when your employed by them.
- 652. I am very disappointed in the travel claim section-no instructional material on step-by-step process. Not enough training available on local levels
- 653. I am a new employee hired around March 5 so I have now prior experience with previous systems. I would have no problems discussing issues with anyone.
- 654. Reprecussion, reprecussion
- 655. i am not allowed to talk with one of the time keepers
- 656. This has already been decided for use. Nobody cares about any problems. That is why the training was a joke. This program was not adapted to fit the State worker. ie; We don't get paid weekly, but it is set for a weekly time frame. Also, why do we have Stock Options? The State isn't a public corporation.
- 657. I need my job and do not want to lose it because I spoke up about edison
- 658. I'll discuss my dissatisfaction with Edison only with good friends who can and will empathize. There are likely many who can't empathize/understand/appreciate my issues while still others have agendas that would cause me to be uncomfortable in dialogueing with them.

Employee Survey

- 659. I've never known the State to take criticism well
- 660. It would appear that the Department of Finance and Administration thinks the problem is that state employees are just resistant to change.
- 661. I feel my job would be on the line.
- 662. When you get locked out of the system it appears that it is helpless to get management or a rep from Edison to inform you of what to do. I finally stop using Edison all together.
- 663. With the limited knowledge and qualifications I have of how the new system operates I feel my comments would be disregarded as insignificant to everyday operations.
- 664. We are made to feel uncomfortable talking negatively about anything work related which include Edison
- 665. because the upper level don't want to admit they have bought an inadequate system, like other states have done. they sent it back.
- 666. I haven't had enough training to make an accurate opinion.
- 667. JUST BECAUSE I AM CONFUSED WITH THE IMPLEMENTING OF THE SYSTEM DO NOT MEAN THAT OTHER SHARE THE SAME VIEW OR PROBLEMS . IT NEW AND CONFUSING
- 668. I personally feel that criticizing it openly would have negative career impacts. This is my first opportunity to do so anonymously.
- 669. No thanks. I need my job.
- 670. It has been strange to get used to and has had some bugs, but overall it seems to be nice to be able to access everything and do many things in one place.
- 671. don't know enough to discuss
- 672. To me, the process of finding information through Edison is tedious; there are too many steps to go through to get anywhere in the system.
- 673. I would feel comfortable discussing my experiences to date.
- 674. My experiences with Edison completely contradict the state's response to the media. To date all press I have seen have blamed the employees and not Edison. I think the concept of Edison is good. However, it is the opposite of what I hoped for i.e.... it is an administrative burden.
- 675. I've been around a long time. it doesn't pay you to whine or fuss.
- 676. Because F&A is determined to mask all Edison problems as user acceptance and/or startup issues and anyone suggesting otherwise is viewed as a troublemaker.
- 677. The department always has problems with discussing issues.
- 678. I feel that the entire Edison system is a complete failure but the higher-ups won't admit it because of the large sums of state dollars that have been poured into this system.
- 679. state has spent a huge amount of money on edison-it needs to work
- 680. I am not allowed to use the system

Employee Survey

- 681. Our previous system (which we have gone back to) kept leave balances up to date - Edison does not. Old system - enter leave once - new system at least twice (as sometimes it didn't take). Also, I think if I were still using the system I would think the flaws were fatal.
- 682. I myself have not had enough problems to say anything against it.
- 683. always the same answer, "It's getting better. If it was their money it would be different.
- 684. I'm not going out on a limb to criticize some politicians cash cow. If we can't keep time and do payroll for less than 110 mil, my critique isn't going to change a thing. If you fat cats start laying off folks after spending money on this system that has failed in other states I hope your dog dies and your house burns down!
- 685. There is the expectation of retaliation by the administration if employees publicly criticize Edison.
- 686. THE SYSTEM IS IN PLACE AND THERE DOESN'T SEEM TO BE A DIFFERENCE UNLESS SOMETHING VERY SPECIFIC IS ADDRESSED...BY A VERY SQUEAKY WHEEL, A GROUP, OR AN EXECUTIVE LEVEL PERSON. BEING ONE PERSON DOESN'T SEEM TO MAKE A DIFFERENCE
- 687. NO THANKS
- 688. I do not like to be put on the spot. I have answered how I feel about Edison the best I can. It is not just about payroll, it is going to include everything we do from payroll to entering applications for employment, travel, purchasing, etc. It is very time consuming when you have several employees who are out in the field and need help entering information.
- 689. I've been here long enough to know that you don't criticize certain programs implemented.
- 690. no comment
- 691. fear of being fired
- 692. As a state employee, I feel I am supposed to support a system that was set up and approved by the State of TN. If I object to anything on Edison, it is assumed that I do not like change and/or I am ignorant on how to use Edison. So far I do not know what to think of Edison, but if I criticize the performance of Edison, what impact will that have on how I am paid, my leave calculated, etc.?
- 693. I and others were labeled as troublemakers for raising concerns before Go-Live. In a not so courteous manner, I was instructed by upper management of my agency to not say anything more about problems experienced during Edison testing about Edison or F&A.
- 694. I feel this is something we have to accept and complaining will look like I am opposed to change.
- 695. Edison performs poorly in so many ways, I wouldn't know where to start. It has made life really hard with regards to time keeping, and everyone keeps thanking us for helping it work, but it really doesn't work well at all.

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696. I feel that anytime a new system is utilized and problems exist such as Edison, employees are discouraged about making complaints. It was my belief that with the implementation of Edison, time reporting would be a simple process. Prior to Edison, time reported occurred twice a month. With Edison, time is reported four times each month and even in some instances, five or six times due to the payment date which has multiplied paperwork and time spent entering time each month. I feel that Edison is not flexible in the departments that are on 28 day cycles thus increasing paperwork/time/etc. I personally feel that this was a huge waste of money (\$135 million), and that Edison has increased the workload of many employees instead streamlining the "paperless" system.
697. The system is here to stay no matter what.
698. i am uncomfortable discussing this
699. Because I am sure the person(s) that implemented this program felt it was the better than the old program, but it is not.
700. My experience with Edison has been minimal/limited.
701. You dont talk negative about someones pet projects
702. I would be concerned with how it may be taken by management and whether my opinion would increase, in any way, the changes of a layoff. I'm not comfortable with confrontation and do not wish to be on the news or quoted in the papers.
703. Can't afford to lose my job. YOu are being labled as difficult. YOu muddle through and do your best.
704. I need my job and be able to do it without any hardship.
705. Depends on who I am discussing it with. Some are more open to criticism than others.
706. All issues presented as problems to be resolved are met with the same response; either of two answers (1) it is new so give it a chance, (2) you have not taken the trainign seriously or (3) it is what it is and the State of TN does not plan to spend \$'s to modify the application to address user concerns.
707. The State has shown in media reports that the Edison transition is going smoothly. They further ascertain that the biggest problems is with employees who are unwilling to change. Failing to recognize the problems of the system, and blaming them on uncooperative employees leads to labeling any employee who criticizes Edison as an uncooperative employee who is simply unwilling to change.
708. The new system has created more problems in our office for us and our time keepers.
709. Since we don't use the full Edison service, I am not fully knowledgeable of the ins and outs of it
710. no comment.
711. Well in a interview setting I would be most uncomfortable because I would be concerned that I would either be labeled a malcontent or someone not willing to learn new things or even fired.
712. We have been told not to blame Edison.

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- 713. It is clear this is a system that we are going to have to accept regardless of whether it works properly or not. Providing anything other than positive feedback in this department is almost always met with negative repercussions and I have had enough of those already.
- 714. I would feel comfortable
- 715. No one wants to hear negativity, only the positive
- 716. You are told to tell the higher ups "what they want to hear" because the higher ups spent a lot of money on this new system and so it has to be perfect. Even the performance evaluations are skewed but no one has the guts to speak up as we all need our jobs.
- 717. because the state wants the system to work no matter that it takes 60 % or better time than the old system.
- 718. See above.
- 719. don't have the knowledge to discuss the performance of Edison
- 720. Negative comments are not well received.
- 721. As a manager, I deal with it for my employees also. Some of my staff have experienced some benefits issues. Also, the system seems to have frequent periods where info posted does not run timely.
- 722. Someone else enters the data for my section on the timekeeping component. I don't want to be on TV, into the politics, or anything else associated with the choice of this system.
- 723. Well either the system works or it does not. As in all systems there is always room for improvement the only way these matters will be reconciled is to bring them to the open.
- 724. The general consensus amongst colleagues and management is that EDISON is not helpful. The system has required ample amount of employee time for training and adjustment to the system and is unable to conform to department-specific needs.
- 725. Refer to answer above.
- 726. I don't feel that we are allowed to openly express our concerns
- 727. I believe that those with decision-making authority have too much invested in the system to ever admit its flaws. As a result, I believe that they would be quite retributive toward anyone criticizing the system.
- 728. There is an exception almost every time I enter my time and my supervisor may or may not be able to see all of my time, but it usually gets cleared up and I have never had my pay held up.
- 729. Of course if anyone asks I would give my opinion
- 730. Yes, it has been presented as a take it or leave it proposition.
- 731. with the State you never know, regardless of the state's employee's opinion the state will do what ever, and of course if you speak too much you are down graded for having too much mouth
- 732. time consuming
- 733. best not to complain

Employee Survey

- 734. It doesn't appear to be geared to how we, as the State of TN, do business. It seems more geared to businesses who function on bi-weekly payroll systems. It's not really user friendly, either. It's much too tedious.
- 735. N/A
- 736. Due to the comments of Lolla Potter on her TV interview. I think I would be looked down on.
- 737. I would feel uncomfortable because I truly do not fully understand what all the problems are and do not have suggestions for improving them.
- 738. Nobody wants you to complain about anything around here.
- 739. supervisors discourage any negativity
- 740. My opinion really does not matter. The State of Tennessee spent a lot of money for this system, who am I to criticize it? They didn't ask my opinion before implementing the decision to purchase or go to employees entering their own time w/Edison.
- 741. no comment
- 742. There is no point in saying anything.
- 743. I'm executive service working for an agency that is already critized in the media. The info I read in the paper about Edison was false.. about keying our own time in Edison... how do you respond to that?
- 744. To criticize it, I should know how to fix it. I don't have a clue.
- 745. sometimes, criticism is taken personally
- 746. It was a done deal and it is not going to change.....the rooster who crows is Sunday dinner.
- 747. Criticism of the system is legitimate. Some of the problems will work themselves out as the system matures, our processes are modified, and we gain experience. I feel it is not fair to criticize Edison for these issues. Some of the problems are due to implementing high-priority functions now, with lower-priority functions to be implemented later. I feel it is not fair to criticize Edison for prioritization decisions when I do not know the alternatives. Remaining problems are due to system design, which is very difficult to change at this point.
- 748. Due to cost it could reflect poorly on those that implimented it.
- 749. Our county cluster has a time keeper who enters weekly time. No one has pressured me either way regarding the performance of Edison.
- 750. Our Edison Power Users are most helpful here. They provide me all the guidance I need when issues arise. I don't complain or criticize the system just feel bad that I have had to go to them for issues so frequently.
- 751. Our state government has spent so much money for this to work, I do not feel that any negative criticism would be welcomed. Even constructive comments are useless.
- 752. i don't know much about it

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753. Get a feeling that we are stuck with it so no need to discuss it.
754. We talk openly within our office but that's as far as it's allowed to go.
755. I feel that I can voice any problem or opinion to my supervisors concerning this system.
756. I do not think my complaints would be heard. You know like the EDISON spokes person said State Employees are just a bunch of old dogs, who are not interested in learning new tricks. EDISON really needs to consider getting a new spokes person. I have not felt that insulted in a while!!!!!!
757. Edison had a lot of issues when it started up. I see some improvement now but there are still issues that can be addressed: The annual and sick time not being current. With people keeping their own time it would be helpful to timekeepers, Personnel staff, probably Edison staff and the employee their self to be able to view time that is real time. If time is taken off it should reflect that then or at least in a few days of that event. The pay checks are hard to read and follow as far as what is being taken out. The fact that timekeepers are having to key or check behind employees more often which is taking up time that we use to spend on work. More paperwork since time has to be keyed more often. And during training we were told that there would be more time when it came to keying time, yet the day after the end of a pay period it has to be done...what happen to not being rushed but yet we have more to do?
758. I do not enter my own time thus, do not have that much experience with the system. Once I start entering my own time - how will it be?
759. one never knows how the data or complaint may be skewed or presented without actually being there to present it
760. The classes that were given were just hit and miss and new versions come out later so when time passes and when you to try to go into system who knows what to do.???
761. It has been stated that Edison is the rule and will not give.
762. THIS SYSTEM IS VERY TIME CONSUMING. I AM NOT AN ACCOUNTANT OR A COMPUTER EXPERT, AND I WORRY THAT I AM NOT DOING EVERYTHING OR ACCESSING EACH THING I SHOULD INPUT. I HAVE BEEN PAID TIMELY. I PREFER THAT MY PAYROLL INFORMATION NOT BE ON MY COMPUTER FOR SECURITY REASONS HACKERS ETC. I AM NOT SURE ABOUT THE LONGEVITY THING. IN GENERAL, EDISON IS MUCH MORE COMPLEX THAN THE PREVIOUS SYSTEM. I DON'T THINK THAT EDISON IS AN IMPROVEMENT. I HAVE A PROBLEM WITH FIGURING OUT HOW THEY DEDUCT FOR ANNUAL LEAVE. BY THE TIME I GET PAID, SOMETIMES IT LOOKS LIKE THEY DEDUCTED TOO MANY HRS. IT TAKES TOO MUCH TIME TO TRY TO RESOLVE THE ISSUE. I ALREADY HAVE MANY ISSUES AND PROBLEMS TO RESOLVE IN THE WORK I DO, I PREFER TO HAVE A SIMPLE SYSTEM TO REPORT MY TIME, AND NOT 49 DIFFERENT COMPUTER SCREENS TO LOOK AT. I THINK I HAVE FIGURED IT OUT REASONABLY WELL, AND SO FAR AS I KNOW I HAVEN'T HAD ANY MAJOR PROBLEMS WITH IT, BUT I STILL THINK IT IS AN UNWIELDY SYSTEM, NOT USER-FRIENDLY. THE CURRENT EMPHASIS ON ROBOTIC METHODS OF DOING EVERYTHING, INSTEAD OF UTILIZING EMPLOYEES, WELL TRAINED AND

Employee Survey

RESPONSIVE, IS A CONCERN. YOU CAN TALK TO AN EMPLOYEE AND RESOLVE A MATTER QUICKLY. COMPUTERS ARE GOOD FOR INFORMATION, BUT NOT GOOD FOR CONFLICT RESOLUTION.

- 763. Have been told "downtown" wants this to work and we were not being team players by complaining about problems.
- 764. I'm so unsure of what to do I could not really discuss anything about the system. Why are the "high exceptions" such a big deal and why must the Emails be in red like we're terrorist.
- 765. Big government does not want to hear the truth, they want all to be great
- 766. I feel like this is something higher up in state government wanted and no matter what we say it will not get changed maybe in a year or so.
- 767. I have experienced difficulty working I have not had the time to really work with it. Perhaps, if I had more time to discover some benefits, I would be happier with the system.
- 768. Internally within my agency I would be comfortable. I would not be comfortable outside of my agency. Definitely not outside of state government.
- 769. This system appears to be pushed by this Department as an executive service employee I would feel uncomfortable discussing this massive error that costs much more in personnel time away from the job we were hired to perform.
- 770. After listening to the news and hearing the PIO state that "there were no problems with Edison it is just the employees resisting change" I don't feel it would be in my best interest to voice any complaints.
- 771. Anyone who listened to the State's representative interview on TV knows exactly how the State perceives the employees. I take this as a direct insult from the State.
- 772. If I have a problem, I don't mind stating it
- 773. The amount I now get paid changes alittle bit from pay check to pay check. I don't know if the system is paying me wrong or not. It did miss by longevity pay.
- 774. if it is ever known in the state that you critized anything you are always known later as a trouble maker and this follows you
- 775. I do not have any problems at all. I enjoy using the system and feel it is what the state needed to move forward.
- 776. really have not time to either explain that answer. i feel i can better use the time 7.5 i have to get these cases completed.
- 777. No one wants Edison to fail but there seems to be more and more things Edison can't do. Now we are doing travel and credit cars online and it seems we don't have payroll and evaluations under control.
- 778. Afraid it will affect my job and keeping it.
- 779. FEAR OF LOSING EMPLOYMENT
- 780. Don't want to risk my job

Employee Survey

- 781. I don't think anyone wants to hear the criticism. And I don't think anyone knows how to fix the problems.
- 782. told it was a "favored program" not to complain too loudly
- 783. I feel it's management's place to address these issue's.
- 784. it is a done deal. people are making their career fortunes on stuff like this that big government is buying(in all likelihood from in the know contractors.
- 785. Who ever bought this new system wants it to look good. They do not want negative comments.
- 786. State has made a large investment in the system and I believe that the state will retain the system regardless of its flaws. The inherent flaws have become more obvious as the cashier's office has begun its use of the system to try to process incoming payments from licensees. It is largely thought individuals who complain do so b/c they dislike change in general.
- 787. Fear of repercussions
- 788. don't want to make waves
- 789. I feel like I am throwing my fellow employees under a bus by bringing out these errors and the fact that they have not been resolved in over six months. However, I feel that these issues are an indictment of Edison, not the personnel who use it. These issues with overtime calculations and leave balances should be an easy fix with any system; this is not rocket science. I have to conclude that Edison is not user-friendly.
- 790. I don't know enough about it to discuss it.
- 791. Feel there would be possible retaliation
- 792. Yes, because working for the state of Tennessee and they spent \$135 million on his system then I could be looked down on.
- 793. I do not deal with all aspects of the system...only enter my leave and approve leave of my 'ees.
- 794. I feel that the state has so much time and money in this program that it has to work and anyone who is against it is on thin ice.
- 795. I HAVE NO CRITICAL COMPLAINTS, I HAVE NOT HAD ONE PROBLEM WITH THE EDISON SYSTEM.
- 796. Unable to pull up staff's time in order to approve, sometimes 1 or 2 day's before time appears.
- 797. It is my opinion that any criticism of this system would be a waste of time as it is here to stay.
- 798. It is to time consuming, especially for management staff. It's not a simple matter of approving time, leave etc., it's the constant checking of reports to see if there is an error for example 6 emails yesterday to check errors.
- 799. It seems there is no input from the average worker. We, the average worker, have no say in what happens nor do we know what is going on with the future of Edison. It seems to

Employee Survey

- only have input from administrative, managers, etc. Do you not trust the average worker for any kind of input?
- 800. Same as above.
 - 801. Higher-up's are going to make it work.
 - 802. Senior management attitude is, as stated by Ms. Potter, "Old dogs not learning new tricks." Ostrich syndrome, blame the users not the system. (Yet the majority of employees are not allowed to use the system.) Criticizing Edison in a public forum would not be wise given Senior Management's attitude.
 - 803. Top F&A management have successfully framed the system failures as if they are simply the result of poorly motivated and sub-par users (just listen to the channel 4 interview and the House FW&Ms presentation). However, nothing could be further from the truth. Even so, it makes it difficult to talk about the real issues. This approach by top management can only mask the situation for so long. Serious problems with Edison lay ahead.
 - 804. I do not feel the system is user friendly
 - 805. I do not believe that complaining will do any good.
 - 806. I have no problem voicing my opinions
 - 807. I have seen first handed how real Edison issues been dismissed by F & A as operator.
 - 808. Because there are those that deny anything is wrong with the system
 - 809. See above.
 - 810. Yes because I am not completely sure about everything being anonymous. My department still requires us to do the old paper timesheet and keep them on file for 3 yrs! When we call our in house HR to get help they don't answer their phone, we are not allowed to go to their area without an appointment. Why spend so much money for a system that does not reduce the workload for the timekeeper or the approver.
 - 811. no comment
 - 812. To much money spent on the system.
 - 813. Environment is not conducive to negative comments regarding Edison. The people interviewed on TV as much as said that the people who had complaints were backward or didn't know what they were talking about!
 - 814. I basically distrust anything electronic
 - 815. Smoky Mountain powers that be warned us not to criticize and that we had to accept what we had to work with.
 - 816. I am learning and feel that I cannot be a judge to a problem that I don't entirely understand.
 - 817. I feel uncomfortable criticizing anything that the state does.
 - 818. Don't understand it enough to discuss it.
 - 819. I don't know enough about it to critique it properly.

Employee Survey

- 820. the system seems to be the 'pet' and everyone seems to think it is going to be awesome
- 821. I have always felt that asst. commissioners/commissioners do not support avg. employees voicing negative views of a system. We are told we can be honest in our opinion but we as employees feel that the real truth is that we are to keep our neg. opinions to ourselves.
- 822. The response would just be "that's the way it is. Nothing can be done about it." We're free enough to complain but it won't change anything.
- 823. Longevity should not be added to regular pay due to the taxing method. Also pymts going out to individuals that were not due pymts should not have occurred. Also there should have been better notice to the people whose payroll checks were not direct deposited and they were mailed paper checks instead...most did not find out until that pay day.
- 824. I don't want anyone to think I am against a new system or any kind of change. I have been with the state almost 15 years and anything that makes my job more efficient I welcome with open arms. I just want the state to get the best system they can. I read in the newspaper that the State Employees were not agreeable to change and that this was the problem. I felt that this was a strong statement. It diffintely is not how I feel.
- 825. I have the impression they don't care about how employees feel about the system. We've been told we have to deal with it.
- 826. no comment
- 827. For the same reasons listed above.
- 828. Just accept it and roll with the flow.
- 829. I would be be endanger of losing my job if I spoke out about Edison.
- 830. I am not involved with the Edison HCM component and do not feel qualified to discuss.
- 831. Don't know enough about it.
- 832. Longevity should be a separate check
- 833. Do not currently have any issues but if I did, I would feel comfortable expressing them
- 834. Anytime there is a problem with a system the correct people nedd to be aware of it.
- 835. Since this program is being pushed, if i were to take a stand against it, I feed that I could have problems in my job
- 836. Fear of being protrayed as not being a "positive minded" employee.
- 837. State governemnt. Politics as usual. You can never be sure that something you say will not comeback to bite you, by losing your job. I don't trust that what I say won't hurt me.
- 838. I think the edison program was a money scam put in place by politicians and big business to rip off the state and if I discussed the problems in public I could loose my job.
- 839. I don't feel that I do enough on Edison to be able to discuss anything about it as of yet
- 840. If you complain about something in our department it usually only leads to problems for the individual making complaint.

Employee Survey

- 841. No one seems to care.
- 842. It is very difficult to even reach the Edison line. You are put on hold. The message is clear that the administration will not listen to the complaints and blames us users.
- 843. Nothing will be done about the lack of performance of the program. I have been told to get use to it.
- 844. its the governors baby! and he's stubborn and cant see that this is a waste of time and resouces.
- 845. no
- 846. this program is too complicated for my line of work. i do not, i repeat DO NOT work a set schedule. i also work holidays and weekends. numerous times i have entered overtime or other and how is it known what to do? time reporting code?, taskgroup?, rule element? also another topic, i didn't get accrual time for february, still haven't seen it. another topic, who in hell can read AND UNDERSTAND their paystub? it is so ridiculous to look at and nobody knows why. how do i know if i am even getting paid correctly!!!! i am also told that the state of tennessee has no control over edison. at what point did we stop exercising control over contractors, systems, or programs we use? what is too much? cheating its own employees? if the roles were reversed, would the employee not be reprimanded for theft or fraud? enter your time and then do a survey while worrying if you will get paid when its time. the people that vouch for edison obviously do not ave to use it!!!!
- 847. See above answer. Who wants to be labeled a trouble maker?
- 848. It seems that certain people want to force the employees to use the system even with the problems that the system has and make it work.
- 849. Based on my experience in the department I'm in, I don't trust management. I feel like that my concerns or issues would not be addressed, even if I had an issue with Edison, which I don't.
- 850. I'm a positive-minded team player, however, any skepticism may be taken out of context.
- 851. rumour has it we're stuck with Edison so why complain
- 852. Program is not user friendly. If leave balances (comp, annual and sick) were posted on the time entry screen it would cut down on the number of exceptions created. also, requires way to much scrolling across, up & down to view info. all info. should be viewable without scrolling back and forth
- 853. No one want to listen ! It's edison's way or the highway !!!!!
- 854. i'm not the best at calculating and correcting everything in the compluter to not cause exceptions, etc.
- 855. feel of possible of could lose my job
- 856. The system is not user friendly at all. You are touching on payroll, but ordering supplies is a nightmare itself.
- 857. no commits

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858. DCS unit has not released all employees to enter their own time. As a supervisor, I am uncomfortable with my skills/training in Edison HCM to benefit employees who also continue to be uncomfortable in using Edison HCM. However, I also understand that with "maturity" of the system and employees and supervisors, this system may have benefits.
859. I value my job; it is not worth losing to prove that Edison doesn't work. The State knew this before they purchased it.
860. Because of the un-truths told to the media and other venues about Edison by high ranking employees. My comments/experiences would be different than what they are portraying.
861. it's very hard to discuss something that is above my head
862. I think it is a "done deal" and nothing will be done until the next best thing comes along.
863. I want it to work. I continue to work with all the rules and changes given to make it work. I try to be positive about the program. Edison was presented as the solution to all time reporting issues. The system was to be paperless and reliable. Payroll problems are major as some workers are the only wage earner in the family. Also, it is a major distraction from the actual work of the Agency to be concerned about payroll. Insurance coverage is certainly the second or for some more important than one missing payroll payment/check. I do not feel that the Edison managers have communicated often enough and honestly enough to create any real trust relationship between the program and the workers. Most everyone understands start up issues, but problem resolution must be communicated directly to all workers. It seems more to the point that the most communication has been denying that any problems exist, which is always a untruth when you are dealing with a new program and at best an attempt to shift blame from the program and the program developers/managers to others. I am sure that issues exist on both sides but the presentation to this point certainly does not improve the reputation of EDISON the program and Edison the people behind the program. I want to work, I enjoy my work and am proud to be of service in state government, I need to be sure that my pay gets to the bank correctly, that my deductions are correct, that my time and leave are correct and that my insurance premium is paid. I spend a lot more time now, reviewing this information and checking the "viewer friendly" formats. Everytime we discuss an issue with our HR, they try to address it that day, but sometimes problems are not resolved. I have only experienced minor inconvenience, not a loss of time or money, yet. I know the reliability of our HR staff and trust them, so I believe that most of my inconvenience has been from the EDISON side. I remember the first time I heard of EDISON and that a certain person in the Agency was going to accept employment and work on the project fulltime. Now years later the program has been rolled out to much fanfare, staff expense and disappointment. It seems that once again the State has purchased a program but did not go all the way and get something that actually fits us, that works well across the board.
864. this system is flawed and needs replacing
865. Feel could caused problems due to department I work in.
866. They expect you to know everything with little or no training at all. The travel is the worse.

Employee Survey

- 867. Do not want to be hastled.
- 868. Consulting contractors scare me. State treasury goes out little or no value comes in. Why?
- 869. There would be no need to discuss how one may feel about the system, because it will still be used. What I do have to say is "If something was not broke do not fix it. No need to spend alot of extra money on something that no one knows for sure that it will be of great benefit to the state.
- 870. Because, I feel like it will continue to be used regardless.
- 871. I don't like to complain about new things. I feel that kinks will work them self out or get work out over time.
- 872. I would anticipate a response of- it is a change that employees are resistant to- Edison is confusing, not adaptable to our timekeeping needs and has increased the timekeeping elements placed on management exponentially.
- 873. Because of what was said on the news by the F&A spokesperson. If people say anything negative about the system, it is turned around to be a result of their incompetence. We do realize that systems have glitches at first and that those can be resolved in time. Maybe the spokesperson should have been more objective.
- 874. I get the feeling from state Edison employees that we are not to say anything negative about Edison, especially in light of the latest TV new reports.
- 875. I think the software itself is far more complicated than it needs to be. The training that took place was too generic. The "experts" within the department didn't know the answers to questions. I feel the training should have been "department specific" so that the practices of each department were made part of the training. Also, I am a supervisor and NO training has been provided for me regarding approving of training or the Performance Evaluation module; which I am not even sure if I am to be using.
- 876. edison had and still has some bug's too be worked out' but i am confident the system will eventually run smooth.
- 877. I BELEIVE THAT THIS HAS BEEN FORCED ON THE STATE AND IF YOU COMPLAIN IT MIGHT COME BACK TO BITE YOU.
- 878. We do not understand why millions of dollars have been spent to continue throwing good money after bad. This has been in the works for years and it still not "right" and continues to require more and more funding.
- 879. As the state spokesperson said, people would feel it is due to my age and longevity with the state, which should be seen as a positive.
- 880. I don't want to jeopardize my job.
- 881. I would feel comfortable discussing problems with the State's Edison people; but again, my own office is a very acrimonious work environment in which neither I nor my non-supervisory colleagues feel comfortable broaching important or concerning subjects (about Edison or anything else) for fear of unwarranted reprisals.
- 882. Yes because no one seems to care about what concerns the person working the front line.

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- 883. It seems as TN bought a ready made program and is trying to make it fit instead of having a program developed to fit Tennessee's needs.
- 884. I'd like to see the print the check function create a pull page report. The font is really small and hard to read.
- 885. The purchase has been made, it is to late for discussion and being critical doesn't help.
- 886. One never knows how criticisms/opinions are interpreted by superiors. Additionally, a lot of criticism of a system in the wrong forum is counterproductive.
- 887. As a state employee I am aware of the time, effort, and cost that went into creating the Edison system. In this time of economic downturn the last thing we need is a large, bulky and unmanageable system to be deemed a failure. I feel there is intense pressure to make this work solely due to the cost of the project, whereas the foresight of the project went well beyond its means. To complain or criticize would seem to be a disservice to those hard working employees trying to make it work, the ones who have to deal with it but had no part in creating or developing it.
- 888. I am the Previous TimeKeeper for my office. I thought with Edison, each employee would Key their own time sheet and supervisors would approve/submit the timesheet. Our dept. has elected for a "time keeper" to continue to key and submit all employee timesheets from paper sheets they fill out and turn in every week and sometimes twice a week. Keying time is more difficult, more time consuming, more repetitious than ever in my 25 years service. My department's policy for working Edison timesheets keeps me from my other job responsibilities.
- 889. Because every new system has to perform for a while then evaluated.
- 890. I am surprised with the delay Edison has when posting leave balances and etc. given that it is computer based.
- 891. Because my department (DCS) has required us to do estimated time sheets that were until recently keyed in by timekeepers. I do not know if problems have been self-made by DCS or if they are really EDISON.
- 892. Because I have no direct experience with this portion of the system, other than looking at my paystub, I would be uncomfortable discussing or criticizing its performance.
- 893. There are always some type of consequence when an employee complains at work.
- 894. I need my job.
- 895. The system takes too much time and effort to make it work. Having to input time several times a pay period is ridiculous.
- 896. Retalliation
- 897. I do not want to be put on the spot concerning a project that the governor endorses.
- 898. To much money tied up in the system. Folks don't want to hear about problems.
- 899. To expose the lack of clerical and administrative support would jeopardize one's job.
- 900. haven't delt with it much

Employee Survey

- 901. Please bring back the old system. This system unfairly takes comp time to the point the rules had to be rewritten to accommodate Edison. Is that even lawful?? I want my paycheck stub the way I received it before and in the same format. It is too difficult to keep check on your leave balances and pay. DO AWAY WITH EDISON! WHAT A WASTE OF TAXPAYER'S MONEY!!
- 902. I fear being too vocal on a system the State is so proud of could cost me my job. We (state employees) have been called "Old Dogs" resistant to change - I work in IT and by all means am not an "Old Dog"... when that is the image given to the press, how can I feel my voice will be heard?
- 903. Although I haven't personally been discourage from discussing Edison problems, in meetings were Edison issues are discuss the final conclusion, no matter what is discussed, seems to always come back to that the agency or person working in the system just isn't doing it right. That is fine if Edison can tell us what we are doing wrong so that we can change it and do it right but they never seem to have a good answer for why the system does some of the squirrelly things that it does.
- 904. I only have limited experience, but what I do look for is difficult to find.
- 905. I am not in upper management and I am part of a team. I would not feel comfortable speaking about such matters unless authorized by my superiors. I do not want to reflect badly on my team or superiors. Especially if they would not want me to. We pride ourselves on a job well done and at the end of the day we do our job and what we have to do in order to make Edison work and we go home.
- 906. I don't think my supervision would apprecaite me saying anything negative about a state program that has been implmented by our Governor
- 907. Our person in HR is sometimes swamped and could use some help.
- 908. I am not typically a complainer
- 909. Upper management is so tired of hearing complaints about missing info that was put in (print-screens for proof), that I am criticized for "complaining."
- 910. I don't feel the issues are being taken seriously as long as it is not their paycheck or insurance it is not their problem and you are treated as such.
- 911. Can't uncomfortable
- 912. I feel the excutive staff of this department would certainly mark for retaliatory action anyone who criticizes anything this administration does.
- 913. no comment
- 914. I think there is an effort to present it as a value and to blame employees if that value is not recognized.
- 915. My experince using the system is limited to looking at my pay stub andchecking on my flex spedning account balances. So, becuase my experience is limited, my knowledge of the system is not sufficient to speak much on it.

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- 916. When I ask why my checks are different I'm told that is just Edison. When I ask how something is figured like the deferred comp. I'm told it's Edison's way of doing things. No real explanation.
- 917. The performance of Edison is a complex system and all employees are not capable of operating the system. Edison is a secretary job description.
- 918. I have been told keep a positive attitude. It is difficult when you come into work and get so frustrated.
- 919. I'd rather not comment!
- 920. When asking or raising questions responses are generally, "this is what we have, we'll have to adapt," or when asking a question about an entry I have been told, "I'm not sure what/why this is on here but just disregard and send it anyway."
- 921. I don't like to be negative . It is new and there will be problems with a new program
- 922. supervisor issue
- 923. The user interface is extremely clumsy and requires too many unnecessary steps.
- 924. I don't think that they would listen to the end users.
- 925. I don't really think it would matter because the 34 million dollars have already been spent on the system.
- 926. There appears to be no way to give constructive criticism or explain needs.
- 927. Because I feel like I would be held accountable for my remarks.
- 928. we were told not to complain and not to talk to anyone from the media, the problems will be fixed.
- 929. Told NOT to talk about problems.
- 930. I do not think this administration would be open to constructive criticism, much less being told that "their" system is broken and is a boondoggle.
- 931. Some people do not want to hear negative information about government operation
- 932. blame is being put on State Employees for problems with the system.
- 933. This program is the program that we are using. It is very difficult to understand and you always feel as if you are bothering someone when you try to ask questions about it.
- 934. people in supervisory or management positions who say anything negative about how things are going get categorized as not team players or bad attitude, poor examples, etc.
- 935. Do not wish to discuss...
- 936. From articles I read, the "powers that be" think that we as employees simply do not want to change and that Edison is here to stay no matter what we say or think.
- 937. retaliationComplaints about Edison are futile!
- 938. The agency's denial that the system has problems is proof that they do not want constructive or negative comments from employees concerning the Edison system.

Employee Survey

- 939. Might cost us our jobs -
- 940. I have only had to use Edison for payroll/reporting time. I think that it is unfair that our supervisors and date entree staff have to be available on Fridays to approve make sure everyone has reported thier time. It is very hard for them to take off on Fridays when everyone else can. Too much work for them. Too many people to go through with set timeframe.
- 941. Would rather not get involved
- 942. We get pretty strong comments about the fact most of the problems are user problems, then the system don't run for two or three days and no one on that end ever offers any apologies or explanations.
- 943. I myself have had no problems but I know there have been problems with longevity pay and also fluctuation in net pay in some paychecks, which I don't believe there should be.
- 944. I have not had edison issues with the employee part of edison. I have had issues with the management part of edison. I have not been able to approve or view my employees in over a month. Yes I worry about repercussions.
- 945. It is supposed to be so wonderful.
- 946. There is not an open attitude to criticism and not much interest in employee's thoughts or situation.
- 947. Since I work in the office of Benefits Administration the feeling is that you should not say anything bad about the system that we are not going to change
- 948. The only training I received was from the tutorial. When looking at my personal information there are too many screens to have to look at to check my personal information.
- 949. I personally do not feel comfortable criticizing the performance of the Edison HCM component. I guess I am just waiting to see if its performance improves over time.
- 950. there seems to be a general attitude among power users and super users that we should not ask questions, and when staff do ask anything, they are treated like they are just not catching on correctly and are possibly just not too smart
- 951. Edison is generally satisfactory with minor start up issues. Once bugs are out it should be much above average system. I learned by watching others and am not familiar with instruction booklets, etc. CD training not practical to use for ongoing support.
- 952. it depends on with whom. i have to have my job.
- 953. Unless authorized by chain of command.
- 954. while I have not experienced problems, I just feel it is a shame to spend 135 million and we do not get cost of living raises. the decision is made, we have it so I do not feel criticizing will do anything but make me look bad.
- 955. It's new and I'm not comfortable moving around in it yet.. I basically just key my time each week and trust it's done correctly.
- 956. I would assume I would be labeled a trouble maker as I was before

Employee Survey

- 957. I'm scared, are you sure this is anonymous?
- 958. We Are told that it is our fault not the program
- 959. I am a state employee and I have seen the officials on the news state that there no problems, however knowing what I have heard and have experienced in dealing with the population that I do; I know there probelms. My husband is also a long time state employee. I would be afraid to say certain things to certain people. After all, state employment can be very political.
- 960. Managers think you have a bad attitude about it versus trying to make a perceived issue better.
- 961. Top leaders within state government made the decision to purchase the system and to go live before the system was ready. I would not want to publically criticize the system for fear of losing my job.
- 962. I don't articulate well what I am trying to say.
- 963. I haven't been discouraged or pressured, but I've kept my mouth shut. No one wants to say anything as people are losing jobs everyday.
- 964. I do not want to jeopardize my job.
- 965. It can be discussed within the agency with HR staff but dept HR staff have no ability to get the attention of DOHR or Edison staff to resolve issues that have been outstanding for 4-6 mos.
- 966. it is somewhat confussing because it has too many tabs and some duplications of same info.
- 967. I don't think my opinion would be taken seriously. I don't think anything significant will be done anyway. The state is going to use this system anyway.
- 968. News reports show state leaders feel that those who suggest there are problems are people who don't handle change. I handle change well, but don't want to be viewed as resistant to change. Like in the story, the emporer's new clothes are actually nothing. Those who dare to say otherwise WILL BE PUNISHED!!! Employees feel that if they publicly identify concerns related to EDISON that they may be damaged in regard to future layoffs or even future pportunities for promotion.
- 969. as stated earlier, management doesn't want to hear it, so we're "encouraged" to keep our thoughts to ourselves--one can be written up for complaining, so one doesn't complain
- 970. I have not used this feature over 2 or 3 times.
- 971. nobody wants to hear anything negative.
- 972. I would prefer to get print out of my pay stub to let me know that the pay is in my account
- 973. I would feel I would be perceived as not being a "team player."
- 974. No one wants to hear that the system is not living up to the standards it was suppose to have.
- 975. WOULD RATHER NOT

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- 976. Incorrect/untimely payment of longevity checks for numerous employees. extra time needed by employees to key time and make sure and request leave before time goes in. The frequency with which time must be keyed as apposed to previous system and with previous system someone else processed, freeing up my time.
- 977. I need my job/ if I report all problems to public I will not have a job to go to.
- 978. I do not know enough about it.
- 979. Edison is terrible. I was previously employed by the Tn Treasury department, and the HRIS payroll system was very user friendly and much more time efficient than edison. Entering time each week and the split work week(irrelevant to how we are paid)are a time consuming headache and frustrating to anyone who has to work in 2 or 3 other outdated user unfriendly systems.
- 980. Dealing with it is very stressful, nothing is accurate now.
- 981. I have talked with people impacted with problems in the system, yet it is surprising that in news reports that no one wants to admit problems really exist.
- 982. It is not usually viewed in a good light to criticize anything in this office. We had a suggestion box but they took it out because of complaints.
- 983. Not within the department but certainly in any public forum
- 984. Told did not want any input
- 985. I honestly feel I have not been informed adequately enough to intelligently discuss it's performance to date!
- 986. I don't understand the system nor can anyone here explain it to me.
- 987. With the income the way it is, who would say anything. We have a job many do not.
- 988. Prior to implementation, we were instructed that we would receive Edison classroom training and that attendance was mandatory. We have still not received any training and Edison now takes up much more state employee time than any of our previous systems. We have made administrators out of each of our technical staff.
- 989. I feel there is indirect pressure from higher-ups to not be critical of their choices and decisions.
- 990. I FEEL I WOULD BE LABELED AS JUST RESISTANT TO CHANGE.
- 991. The Division of Human Resources within our department would not be receptive to criticism from supervisors or managers
- 992. NO COMMENT
- 993. I have only accessed Edison to print my apay check and to change personal information as requested.
- 994. Issues have been brought to the attention of supervisors, who should involve themselves in discussions, not all timekeepers.

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- 995. See prior note regarding my questioning why staff did not get paid or were late in being paid...HR person became angry with me and would not respond. I have worked here for over 23 years and never had a problem with our HR department until Edison
- 996. Don't feel like it would be helpful to discuss it.
- 997. Due to media saying it is old dogs learning new tricks on usage of Edison, it seems anything you may say will make the employee feel "dumb".
- 998. for fear of reprisal.
- 999. I have not had any problems with my pay check. However, I do not like the fact that we will not receive a separate longevity check. I feel that because we only get paid bi-monthly instead of every two weeks our longevity check make up for the 4-5 payroll checks we do not get.
- 1000. I hate this system.
- 1001. I do not know enough about it to discuss its performance.
- 1002. Administrative staff here do not want complaints to leave this building.
- 1003. I think that state officials are quick to defend Edison due to the amount of money spent on the system. They do not appear to be open to any criticism of the system, and seem to simply gloss over any problems that are reported.
- 1004. The people in charge don't want to hear complaints and don't care if you have any. It's a piece of junk. We could have spent the money more wisely.
- 1005. We have been encouraged to speak positively of everything the state does; in other words, speak positively or say nothing at all.
- 1006. it would be frowned upon
- 1007. The system is being given time to work, and I do not totally understand why it is functioning as poorly as it is. I am not a computer systems person, so I should not criticize any more than I have.
- 1008. It is obvious that the administration wants to down play problems. They smile and say it just start up problems. You can see in their face that it is more!
- 1009. This is not a field I have any skill or experience in so I do not feel qualified to criticize the system.
- 1010. Even though there have been no outright threats other in this department that have outspoken were subject to demotions and investigations.
- 1011. Edison is just getting started and trained staff have more outlook on the issues at hand.
- 1012. duh-do you really expect me to believe that you don't know who fills out what survey- I expect retaliation -there always is
- 1013. I am not much for group speakings and such.
- 1014. feel pressured to accept the changes in the way we will use both the time & benefits part along with the mileage part here soon
- 1015. I would not want to discuss anything

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- 1016. And stick my neck out on the line during today's unstable job market? Are you kidding me?
- 1017. I would be afraid of losing my job.
- 1018. On-line the sick and annual leave balances are never up to date. With a paper copy I would know exactly my balances.
- 1019. The unspoken rule is "Don't complain about Edison, except it!"
- 1020. This new system is taking at least 3 times the amount of staff time to complete payroll and no one appears to care that it is another state bureaucratic system that takes away from our important work.
- 1021. Depends on who I am talking to. Would not discuss it with reporters.
- 1022. Nashville Staff
- 1023. Staff is normally looked down at people who discuss things of this nature out of direct chain of command.
- 1024. I had an issue that was not corrected. I do not trust that any further issues would be either.
- 1025. The top brass are afraid / embarrassed to admit that Edison is a White Elephant and huge waste of taxpayers dollars.
- 1026. Do not have enough information to debate issue.
- 1027. Discussing any such problems here usually results in immediate punishment, and or retaliation by our gm.
- 1028. political issue
- 1029. I don't want to jeopardize my employment with the State.
- 1030. Like I previously answered I haven't personally had problems but I have heard of a lot of problems from others I find it disturbing that so much was spent on a system that was meant to be automated and it has so many issues. I also find the excessive use of acronyms for phrases that don't make sense really annoying, departments have enough of their own and being referred to as Human Capitol is offensive.
- 1031. Just don't like to discuss it with anyone.
- 1032. Edison implementation requires significantly greater staff time and supervisor/management time to address employee time issues for input than the previous system. This has resulted in significantly reduced efficiency for my staff and less time to spend on the core duties of our program area for both working staff and for supervisor management time (i.e. less time spent protecting the public). In particular, for supervisors and managers, who have the core of experience and knowledge to implement program area goals which directly affect the public health, the impacts are less time sharing experience and knowledge, and less time supervising and implementing core duties in program areas. This leads to reduction of services intended for protection of public health and safety. One of the reasons that Edison program requires more time and is less efficient is that time is required to be input and administered on a weekly basis, instead of an a semi-monthly basis, as was the case with the old system. The inputting and administering of this time on a weekly basis, in addition to the additional inefficiencies

built into the system involving input of the time (finding staff, finding dates, finding right screens, moving back and forth between weeks/screens/different parameters [i.e. leave requests, view time detail, report time, payable time], etc.), creates even more inefficiencies and increased time to do a task that was much less under the old system. Further, whereas the old system required staff to document their time on paper, and forward to one central timekeeper to input the time who was familiar with the computer system which runs it (Data Capture) and the intricacies and quirks of the system and timekeeping. The new Edison system requires all staff (10+) to become familiar with the computer program responsible for running time and the intricacies and challenges of the input and maintenance of the system. It requires the need of spreading training out among more persons and upkeeping and maintaining the knowledge base among many persons, as opposed to a few. This also requires staff to focus more time on administrative duties, instead of core program duties. The Edison program in relation to the job performance planning and performance evaluation program has proved to be inflexible and incapable of handling basic components of our job plan information in relation to formatting limitations of the Edison program and attempts to address with Edison staff have been unsatisfactory, frustrating, time sinks with no resolution to issues. Specifically, the windows provided for listing of job descriptions in the Edison system can not handle the amount of text associated with long established job plans which were to be entered. As a result, the job description/responsibility could not be completely entered into the system leaving an incomplete, unprofessional looking and feeling job plan. Effectively, limitations on the descriptions which can be entered are dictated by the format limitations of Edison. As a manager of several staff (10+), I am not able to see the time of persons under me or review and approve time for them in the event I need to. I can only see the time of my direct supervisors under me who supervise these additional staff. I have no ability to back up my supervisors in entering time/leave request for their staff and no ability to approve time/leave requests for their staff for circumstances when these supervisory staff are on leave or in the field conducting work or training of their own. This creates a very unprofessional and difficult working situation in that I am not able to support the staff who work under me. Further, it has been made clear recently that manager's/ supervisors are going to be held accountable for the lack of getting their staff's time approved in a timely manner. Yet, the system does not allow the flexibility to deal with real working conditions(i.e. back up) such that this time can be approved in a timely manner. It results in manager's being accountable for their staff' time being properly submitted and approved, yet out of control to be aware of problems or affect change to prevent it. This creates a very unprofessional and intimidating environment with threats of actions with no control over the ability to be aware of problems or affect changes in some cases. The Edison time/payroll system depends on time administration to run to process the data input and make the information input into the system "current" and prevent creating exceptions or clearing exceptions when they have been resolved. Time administration must run in and around the end of pay periods to get the data into the system to meet specified time frames for input. Recently, there have been directives threatening accountability and potential actions for staff not getting time input timely and supervisors/managers not getting time approved timely. However, recently, the running of time administration for the system has been inconsistent and not timely in and around end of pay periods resulting in the inability to reflect time already input to the system,

but not showing current in the system due to lack of time administration running. As a result, there appears to be the appearance of a crackdown on the compliance with submitting and approval deadlines with a concurrent failure of the system to document time input via the failure of time administration to process the time in a timely manner. This seems to be unprofessional and not appropriate. We receive conflicting information on how to handle particular circumstances in relation to Edison which results in additional problems in getting adequate submittal; and approval. Specifically, in regards to time input in accordance with split weeks (weeks in which the end of the pay period falls in the middle of the week) At times in the past, we have been instructed to leave time entries "blank" for days in which we have not worked (Do not put zeros in data entry slots for days not worked or time not worked). However, in the case of split weeks, recently, we were instructed to complete and enter time for the entire week. Effectively, this meant filling in time for days in which we had not yet worked through the end of the week. This is akin to filling in a second line of scheduled time, as opposed to actual time worked. The net effect is that it results in confusion and again additional inefficient use of time when these later days are submitted early in the week before they are actually worked and the time must then be resubmitted if there are any changes in initial time submitted, which there often are (i.e an employee earns overtime on a later day in the week, and employee needs to use leave on a later day in the week, etc.) This results in confusion and duplication of duties in both the employees time and space, and the supervisor/manager's time and space. Changes will show up as multiple entries in the time approval windows for supervisors, often with multiple positive and negative time entries for the same day, which create need for greater time, energy, and effort expended to make sure the balance as a whole is correct. This is aside from concerns that arise about the legalities of entering time worked before having worked it.

- 1033. I feel like I am not allowed to discuss this problem with anyone because it is a small issue, I feel like the reason is our RO does not know what to do about it. I agree it is a small problem but I would like it resolved.
- 1034. Problems may not be handled in a speed way.
- 1035. fear lose of jb.
- 1036. Criticizing any system or program means criticizing my superiors and that is not taken well in state workplaces and creates animosity.
- 1037. My opinion is that it has caused extra work on several employees, and I do not believe that the state will ever feel comfortable letting each employee do their own time sheet as this was set up to do. It creates problems for staff when you have to predict if you are going to work or not before that times is actually here. It causes undo stress.
- 1038. I have had experience in the past with People Soft that was not successful. I do not like how the totals are not current in regards to leave balances. It could be the end of the month and the balance does not reflect the accrued time.
- 1039. if anybody will listen I will certainly discuss it
- 1040. people are afraid of retaliation against them.it's not the system itself,a lot of this stuff, takes time, and in the department i work in, we do not have time to complete a lot of

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- these programs. in corrections, you are moving all the time, very little time to do any of this. a lot of this stuff, needs to be completed by office staff.
1041. see above
1042. WE STILL DON'T PUT OUR OWN TIME IN. HOW CAN I DISCUSS IT REASONABLY?
1043. Some staff members, supervisors or managers are very aware and open about the problems we experience with Edison. From the reactions that I have received or experienced from other staff members, supervisors or managers thus far, I think any complaints would be cause for being labeled unknowledgeable, pessimistic or disgruntled.
1044. There does not appear to be any person on staff who adequately understands how Edison works. The division managers and time administrators are overly sensitive about their competency to carry out their responsibilities using Edison and thus are not generally helpful in any way. I would not be comfortable discussing Edison with anyone in my immediate division because many people are either angry or sensitive about Edison, and conversations have not been productive in the past.
1045. Identity would be revealed
1046. I am not sure that the opinions of surveyors will have a difference on the system.
1047. There has not been any push in my work area to the contrary.
1048. Have seen others that have questioned problems, and were told to be quiet. We would do it Edison's way no questions.
1049. I think the Edison system was a great addition to the state workforce it will eliminate some cost to make our work place more green (eco friendly). If you choose not to print your pay stub you may view it later on Edison if you lose one it is still present in Edison. You can view your personal information and insurance info at your leisure. I think all problems that have occurred will be worked out and eventually the wrinkles will be gone.
1050. No one listens and it is always wait and see or find out by yourself
1051. the old system worked, I much rather have my pay stub come to my mailbox as opposed to being on-line.
1052. As above, told it is here to stay, get over it
1053. 23 years with state government has taught me to keep my mouth shut about internal issues.
1054. I am not good on a computer so I would look and sound like an idiot when talking about computer stuff.
1055. it might upset some one and fear of retaliation
1056. I do not understand how the state can invest such a large amount of money in a system that has been known to fail in other states

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- 1057. I have not had much experience with Edison so am hesitant to discuss its merits or disadvantages.
- 1058. We were told we had no choice in the matter and just had to do it! For someone who is not so good with computers it is a really big problem.
- 1059. I can not really explain no one has said anything to me personally, but with the huge cost of the new system, no one really wants to know of problems
- 1060. There is not enough time in one's day to do the work that is required each day, much less the time it takes to complete Edison's time sheets. In my office, people work over time each day and are not allowed over time pay. Edison is another example of over load with out compensation.
- 1061. See above.
- 1062. The environment exists that you may as well forget about criticizing Edison. Edison is here to stay, you may as well live with it.
- 1063. It is as it is. This is the program we will be using, but it is very time consuming.
- 1064. My issues deal with time imput and leave reporting only related to me and our staff. I have no idea about the big picture. This may be great for the State of Tennessee as a whole, and I support that.
- 1065. I have read that the state spent 77-135 million dollars on Edison. Who am I to criticize the SYSTEM.
- 1066. I have watched the Edison Hearings and did not agree with some of the comments about the speed of service for employees with problems in pay and benefits. If you you complain when something does not work properly you are perceived as part of the cause of the problem.
- 1067. I feel the system was implemented as a "done deal" and no amount of complaining will change things. At least I am still getting a pay check. Up until now anyway. . . .
- 1068. At the age of 62 with 20 years, what would you do after Ms. Potter's script from her superiors, to the media that the old dogs can't learn new tricks. I have become very proficient at Edison's error messages, fixing issues, etc. Spend a lot of time at home (without compensation) watching to make sure employee's receive their pay. So, why would I ask questions or speak my mind when I feel threatened as being labeled as an old person who can't learn. I spend many hours each week showing the young people the principles and entering time and what error messages mean.
- 1069. Although I have not been pressured outright, I'm not sure that criticizing the system publicly would be encouraged by my dept.
- 1070. I have serious concerns that I would be viewed in a negative light and be labeled a malcontent who is resistant to change.
- 1071. I feel not enough time has passed and the system will work, criticizint it is pointless.
- 1072. I do not want anyone to go on television (again) and refer to us as "old dogs not wanting to learn new tricks" as a way to explain this disastrous program.
- 1073. See above!

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- 1074. When Edison training was presented and any time since that Edison is discussed by administration we are addressed as if we are to ignorant to understand Edison and that is why we are critical of some of the drawbacks. I think we do understand that it is because it is new and that it will get better (but) we still want to voice our minds without fear of being singled out and embarrassed.
- 1075. Do not know enough about Edison good or bad to make knowledgeable statements.
- 1076. Because when a worker complains it only brings personal trouble. The Directors, Program supervisors and Supervisors want things swept under the rug when issues arise. When you speak up as an individual,; you are tagged as a trouble maker and this makes your job harder.
- 1077. Time has to be inputted before time has been worked. Asking you about this puts pressure on people inputting time
- 1078. Its more time consuming. I'm an HR Analyst and I'm spending 50% more time dealing with EDISON issues (exceptions/getting time approved).
- 1079. I feel that my paycheck has become smaller and I noticed once that Edison did not total up all the time I had worked correctly, I had to type the right amount of time in myself. I feel it is not giving us credit for all of our overtime as well.
- 1080. I have not experienced any pressure from anyone, however, I am aware of negative press and would be fearful that someone would leak the problems to the press and I could be blamed.
- 1081. It is fine, my complaint is that before someone else put my time in, which I liked.
- 1082. I think the decision was to go with Edison and we have to live with it due to the expense of purchasing it, therefore, criticizing would be useless.
- 1083. The system has been implemented, if I have a problem, I call Edison. It is not beneficial for me to criticize the system, only to point out where the system does not do what it is supposed to do.
- 1084. For fear of back lash from Department
- 1085. not sure I understand the purpose and working of the system well enough
- 1086. Just because I don't want to cause a big stink about it, but Edison is a very bad system that is not easy to use and there seems to always be some kind of problem. And when it comes to getting paid, or getting paid the right amount etc etc that should NOT be a worry that we have to take on, on top of our normal job duties, its not right! We come to work and do our jobs, but with Edison its so touchy that if you don't have every single detail correct you may not get paid for doing all the hard work you did! And that is not fair to do us that way!!!
- 1087. No one has made me feel uncomfortable talking about Edison.
- 1088. It's Flawed, and I don't like to criticize anyone's work.
- 1089. Don't feel that I am in a position to do so.
- 1090. Trying to think positive about the new system.

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- 1091. It's like "This is what we have, so no sense in complaining. They aren't going to change anything."
- 1092. Management does not want to hear it is not working.
- 1093. my problems have been minimal compared with others. How can you argue with a computer, when 'they' say in newspaper articles, it is 'old dogs' that cannot learn.
- 1094. I hate that I can not be charged for sick or comp; If I want to and yet get overtime if I work. If I want to use one of my sick days I think I should be able to and plus if I work that week over it should be over-time.
- 1095. I would like to know why my husband name is not show as my beneficiary in Edison--it states I do not have a beneficiary. I have checked with other employee in this office and they have a beneficiary in Edison.
- 1096. When the system has a problem, the customer (me) should contact Edison Staff and let them know what the problem is and how it effected you. That how you fix what is broken.